

NOTICE

As always, we care about our patients and their pet parents. To minimize contact with others and maintain a safe environment for both our clients and our staff we are instituting the following for outpatient visits, admitting surgical and dental patients, picking up medications and prescription food refills, and picking up or dropping off of boarders.

- **Outpatients:** Please call us from your car when you are parked in the parking lot. We will then direct you when to bring your pet into the hospital, and we will take your pet for his/her exam. The veterinarian or technician will call you to discuss your pet's medical needs. After the exam, necessary testing, and so forth, we will call you back into the hospital to pick up your pet and any medications, foods, etc. being sent home. Your veterinarian will communicate with you to answer questions, review recommendations, etc, by phone. Payments will be taken by phone with one of our Client Service Representatives as your pet is being brought to your car.
- **Medication and Prescription Food Refills:** Give us a call to order what you need, and we will call you when it is ready and collect payment at that time. Please call us when you are parked in the parking lot and we will deliver it to you in your car.
- **Surgery and Dental drop offs:** Call us when you are in the parking lot. We will bring these patients into the hospital individually to complete paperwork and admit the animal.
- **Boarders:** Give us a call when you are parked in our parking lot. We will direct you as to when to bring your pet(s) into the hospital to finish paperwork and admit your pet. For pick up, please call from the parking lot and we bring you in to retrieve your pet.

We understand these are unprecedented times and will be trying over the next week or possibly months to work together to help the pets, their pet parents, our team and our community in any way we can. Please be kind and patient to all.