

COVID-19 FAQ

- **Are you still open?**
 - Yes. **Effective 3/30/2020 we have changed hours – Mon-Fri 8:30am-5pm (closed for lunch 12:30pm-1:30pm) and Sat 9:30am-4pm.**
- **What if I'm sick/at risk?**
 - We are asking all sick/at risk clients to disclose this information to us.
 - This does NOT mean we will not see your pet, especially for urgent care issues, but is important our staff knows.
 - If at all possible, we ask that clients who are sick/at risk that they ask a friend/family member who is less at risk to come in their place if requested to come in for an exam/pick up medications.
- **What services are you offering?**
 - Limited services currently. If you are unsure if your pet falls within this category, please call or email us and we will review and get back to you.
 - **Urgent care appointments – (i.e Torn/cracked nails, hot spots, vomit, diarrhea, abnormal behavior, coughing, sneezing, inappetence, etc)**
 - Essential services (i.e. puppies on vaccine schedules, technician appointments for necessary treatments/lab work, etc.)
 - Filling medications
 - Occasional annual exams – Only offered in the late afternoon to keep space open for
- **Are you still accepting new clients/patients?**
 - Yes, but please refer to services we are and are not offering during this time, noted above.
- **Are you taking any sanitation measures?**
 - Yes! We are taking this pandemic seriously and care about your wellbeing. We are using cleaning agents with antivirals and continuously wiping down all commonly touched services.
 - We are screening all clients prior to their arrival (ex: asking if they have a fever, have been coughing, etc.) and discouraging immunocompromised and elderly members of the public to come themselves and ask them to have someone who is less at risk come in their place.
 - We are also closely monitoring our staff and making sure only healthy employees are returning to work. Employees are continuously cleaning and washing their hands.
- **How do your exams work now?**

- Before appointments, we are asking owners to complete a intake form (please see on website) and send back via email no earlier than 24 hours before appointment.
- Or before the appointment we will provide a copy at arrival.
- The client will come to our front door/park in front of the building and either call or wave down an employee.
- We will then bring the pet straight to the treatment area to be examined, treated, and provided any medication needed/recommended by the Vet.
- The Veterinarian will either call or email with a follow up to the appointment.
- In some cases, an appointment can be done via phone consult.
- Only exceptions are quality of life/euthanasia services.
- **Owners are required to WAIT outside while their pet(s) are being treated. Not being available at charge out to accept your pet WILL constitute a drop off fee of \$25. It is expected that Owners remain outside and be immediately available to receive their pets. This allows for our small space to promptly see other appointments, maintain open kennel space, and staffing to service other clients.**
- **What if my pet needs to have a procedure (surgical and abdominal ultrasound)?**
 - We are allowing spays, neuters, necessary mass removals, dentals, and other DVM authorized procedures.
- **How do I pick up prescriptions?**
 - Come to our front door and either call or wave down an employee.
 - We prefer you to call ahead to request the medication, pay for the medication, and provide an approximate pick up time. You can also call and pay at pickup.
 - An employee will bring the medication outside to you.
 - We are able to mail meds in stated and out of state which will include a charging fee, please contact us for more information and note there's generally a 3-5-day window to receive mail at this time. We are delivering thru USPS and FedEx.
- **How do we pay since we can't come inside the building?**
 - Call ahead and pay over the phone via card.
 - We can safely save cards on your file
 - After the appointment, our front staff will call to collect payment.

****These can be case-by-case basis based on patient need, please contact us if you are unsure.***