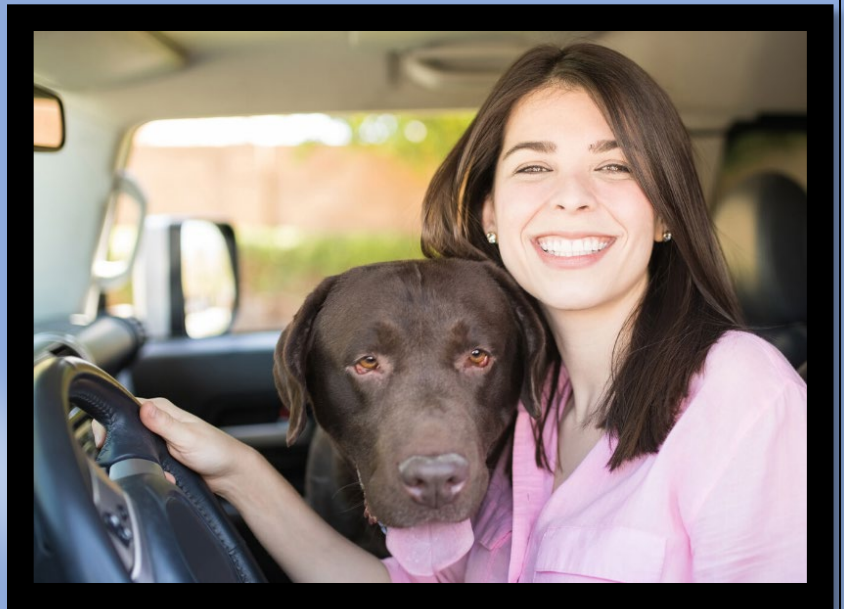

CURBSIDE PROTOCOL

Thank you for scheduling your pet's exam with us. We're committed to bringing exceptional veterinary care and we believe that it is so important to keep our clients educated and informed about their pet's health care need. Please read our curbside protocol carefully prior to your visit.



- For our new clients, please have all prior records forwarded to the hospital prior to arrival.
- When you arrive, please remain in your car and call us from the parking lot. The number to call will be posted on parking signs at the hospital. Wait times may vary due to high call volume – please be patient.
- We ask that you remain on the hospital premises during your pet's visit and be readily available to receive a call from the hospital. You will be charged unattended pet fee if you decide to leave the premises.
- Please be prepared to answer a few screening health questions to ensure the safety of our team members.
- A team member will collect any necessary information and history on your pet.
- A team member will meet you at our main door when it's your turn – minimal contact will be made and we require clients and team members to wear facial coverings.
- Please make sure your dog is on a leash and we will take your dog inside.
- Cats and small dogs not on leash, must be secured in a carrier.
- The doctor will call you after performing their exam to discuss their findings and determine a treatment plan.
- Payment will be taken over the phone at the end of the appointment. Your visit summary and invoice will be emailed to you.
- A team member will meet you at the door to return your pet and any medications to you after your visit, maintaining social distancing

Thank you for patience and understanding. Please do not hesitate to contact us with any questions.