# **COVID-19 AND YOUR HOSPITAL:**

# **CURBSIDE/DROP-OFF SERVICE PHONE SCRIPT**

*“Hello [OWNER], I am calling from [HOSPITAL] to remind you of [PATIENT]’s appointment on [DATE]. We also want to let you know that to ensure the safety of our clients and our staff, we are currently transitioning to curbside and drop-off appointments here at the hospital/clinic.*

*What that means is when you arrive for check in, we’re asking that you stay in your car and call us to let us know you and your pet are in the parking lot. We’ll then send a staff member out to get your pet and bring him or her inside the hospital to see the vet. The vet will then call you while they are examining your pet to get any additional information or to let you know about any diagnosis and recommended treatments.*

*To minimize contact, we’re also asking that payments for treatment be processed by phone when at all possible.*

*We really appreciate your understanding and want you to know that your pet will still get the same loving care and treatment we always give, and we’ll communicate with you every step of the way. Please don’t hesitate to give us a call at [HOSPITAL TEL NUMBER] if you have any questions or concerns.*