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

# **CURBSIDE/DROP-OFF SERVICE DOOR SIGNAGE**

**NOTICE TO OUR CLIENTS:**

**To ensure the safety of our clients and staff alike, we have moved to curbside/drop-off appointments and procedures effective immediately. Our process will be as follows:**

* Please call us when you are in the parking lot of the hospital for your pet’s scheduled appointment.
* A staff member will come out and bring your pet into the clinic for diagnosis and treatment.
* The doctor will communicate with you by phone for additional history, diagnostic and treatment recommendations.
* Except for end-of-life care, clients will not have access to our facilities but may stay on-site in their cars.
* Scheduled drop-off pet visitscan be made for exams, blood work or other testing. The same intake and discharge procedures detailed above will occur.
* Drive up to pick up medications and food:We can bring medications and food to your car. We can also mail medications.
* In order to minimize direct contact time, can process payments over the phone and minimizing cash and check transactions when possible.

We appreciate your understanding and invite you to give us a call with and concerns or questions you may have at [HOSPITAL TEL NUMBER]. Thank you for your continued support and patience as we work to prevent the spread of COVID-19.