



COVID-19 Instructions & Guidelines

Updated March 15, 2022

We are excited to begin the next phase of reopening our hospitals to pet parents. There is still a need to protect the health and safety of our team and clients, but want to begin welcoming pet parents in for physical exam appointments. We will be offering both curbside and in-person appointments.

In-Person Exam Appointments

- Call or Text to check in when you arrive.
- Up to **Two** masked clients (*regardless of vaccination status*) will be escorted by one of our team members into the hospital to an exam room.
- If you are unable or do not wish to wear a mask, we can still conduct a curbside appointment.
- If you are experiencing any symptoms of COVID-19, we ask that you not come in and have an alternative person attend the appointment.
- At the end of your appointment, we will complete the check-out process in the room or by phone/text from your car.
- Our lobby and waiting areas will be limited to checking out or medication pickup.
- Our team will clean all rooms in between appointments.

Technician or Hospital Admit Appointments

- These appointments will continue to be conducted with a curbside option only.

Medication Pick Up & Sample Drop Off

- We will continue to utilize bins outside of our front doors to facilitate the pick-up and drop-off of medications/samples.

Please call or email us if you have any questions or concerns.

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