

In the face of the COVID-19 pandemic we are implementing the following protocols subject to change as circumstances dictate, to limit the risk of exposure for our Doctors and Staff, so we may continue to provide the same quality care for your pets. We thank you in advance for your understanding, and we will continue to keep you informed as conditions evolve.

If you have recently traveled internationally or had contact with a known infected or possibly infected person, or you yourself have had any symptoms that could possibly be attributed to corona virus in the past 2 weeks, we ask that you **do not visit** our facility.

Payment for all services until further notice will be through credit or debit card via the phone. We will not except cash payments at this time.

Appointment Protocols: * Clients will no longer be allowed to enter the building

1. We are instituting **Curbside check-in** which will work as follows:

- If you have a ***scheduled outpatient appointment*** **CALL IN FROM YOUR VEHICLE to (623)889-7090 when you arrive.** Give us the make, model, and color of your car. We will send our technician out to your car to check in your pet, technician will then bring your pet into the practice for doctor to examine. Our technician will assist the Doctor with the examination and we will subsequently call you to discuss our findings. The technician will then bring out a detailed written treatment plan for you to look over while you are speaking to doctor regarding recommendations based on your history and the doctors examination findings. Payment for that days services will be made over the phone via credit/debit card and a technician will bring your pet back out to you in your car.
- If you need to ***pick up medications or food***, you will need to call our office in advance and we will prepare your order, let you know when it will be ready for pickup, and take your payment information over the phone. When you arrive, **CALL IN FROM YOUR VEHICLE.** Give us the make, model, and color of your car. We will send a staff member out with your products.
- If you have an ***appointment for a lab test or maintenance procedure (nail trims, anal sac expression, subcutaneous fluids)*** **CALL IN FROM YOUR VEHICLE to (623)889-7090 when you arrive.** Give us the make, model, and color of your car. We will have a technician meet you at your car and they will escort your pet into our facility and bring your pet back out to you in your car once the services are completed. At that time, payment will be made over phone via credit/debit card.
- If you have ***an anesthetic procedure scheduled:*** **Please punctually arrive in the parking lot at your prearranged drop off time, so we can go over the intake forms.** We will schedule a discharge time for you to pick up your pet, and our doctor will call you to review the discharge instructions. Please call us to let us know you have arrived to pick up your pet. Payment will be made over the phone via credit/debit card and a technician will bring your pet out to you in your car with written discharge instructions.
- If you feel your pet requires euthanasia it would be safest for all involved if you are able to arrange an in home euthanasia service to fulfill this need. We will provide contact information for providers we have used in the past. If you are unable to arrange for an in home service in a timely enough manner, please call us back for further instructions.

Thank you for your cooperation and understanding during this challenging time.