

# VCA Paw Prints Animal Hospital

COVID-19 Update: *What to Expect When You Arrive*

March 25, 2020

Dear Paw Prints Family,

Outlined below is an update on the approach that our hospital will be taking on all future appointments. This update is to give you an idea of what to expect when you arrive with your pet(s). This is different than our usual approach to appointments, due to the growing COVID-19 concern. This protocol has the ability to change daily, and if so, we will do our best to update you in a timely manner.

- 1. Curbside care.** When you arrive into the parking lot at our hospital, please call our office and inform us that you have arrived. You will then be transferred, via telephone, to a veterinary support staff member to discuss your pet's history and concerns you have.
  - You will be asked if you or anyone in your family has been ill, has been out of the country in the past 21 days, or has shown flu-like symptoms. If this applies, please notify our staff immediately to potentially reschedule your appointment. You may also elect to have another individual, who is healthy, bring your pet to our hospital.
  - If you are in self-quarantine or quarantine recommended by a health care physician, please do not bring your pet to the appointment.
- 2. Transfer of your pet(s).** Once the appointment has been discussed with the veterinary staff, please exit your car and either (1) bring your cat carrier and place in the vestibule for a staff member to then enter and receive after you have exited, or (2) wait by the front door to transfer your dog to a staff member. You may be asked to remove your leash AFTER a hospital leash has been attached to your dog. Please do not at any point enter into our building past the vestibule (space between the two front doors).
- 3. Exam.** Your pet(s) will be assessed by the doctor, and you will then be called to discuss the exam findings, create a diagnostic plan and/or discuss treatment recommendations.
  - Please remain in your car in the parking lot for the duration of the appointment. It is important to our staff to be able to return your pet to you when the appointment is finished.
  - If you are unable to stay in your car in the parking lot for the duration of the appointment, please notify our hospital staff. A separate fee may be applied for additional biosecurity care / cleaning if your pet needs to be kenneled while awaiting your return. This fee is \$7.
- 4. Closing the appointment.** Once the exam and additional care / tests are finished, you will be called for (1) payment collection – also collected via telephone to reduce handling of credit card, cash and checks, and (2) to discuss any medications being sent home. At this point, please feel free to ask any additional questions.
- 5. Return transfer.** Once payment and the final phone conversation is complete, your pet(s) will be walked up by our staff and returned in reverse order. Cats will be placed in their carrier in the vestibule. Once our staff has placed the carrier on the floor and returned into the hospital, you may then come into the vestibule to retrieve your cat. For dogs, we will transfer handoff via leash at the front door.

Please call us with any questions or concerns at 765-474-2454

*Thank you for your cooperation as we continue to navigate the safest approach to COVID-19. We truly value your continued trust in us!*