

COVID POLICES/PROCEDURES - APPOINTMENTS

- Only 1 person is allowed inside per appointment
- You **MUST** wear a mask for the duration of your time inside the building, and whenever in contact with a staff member, including check-in from your car. If a staff member asks you to put on a mask or correctly place a mask, please do so. If you do not, you will be asked to leave.
- If you are unable or unwilling to wear a mask for the duration of your visit, we will require you to wait outside.
- Please remain seated or in the designated area behind the sneeze guard for the duration of your visit.
- There will be no public bathroom access for the duration of your appointment.

Please read all of the following guidelines for your appointment with your pet. If you are unable or unwilling to follow these guidelines, we will require you to wait outside while we bring your pet inside for their appointment. If you are more comfortable waiting outside, please notify a staff member and we will accommodate you.

1. Follow the signs for check-in when you arrive. A staff member will greet you at your vehicle to check you in for your appointment, go through our health questionnaire, and give you a pager.
2. Once we have an exam room clean and ready for you, we will notify you via pager. Please bring your pet and your pager to the entrance.
3. An assistant will meet you at the door. You will drop off your pager, sanitize your hands, and have a contact-free temperature check before following the assistant to an exam room. Please refrain from touching doorknobs, light switches, etc.
4. Once in the exam room, please remain seated and within your designated area throughout the duration of your appointment.
5. The assistant will obtain a history on your pet and confirm the reason for your appointment. They will then bring your pet into our treatment area while you remain in the exam room (please keep your mask in place while waiting).
6. A doctor will examine your pet and perform any treatments you are here for.
7. Following their exam, the doctor and assistant will return to the exam room with your pet to discuss their exam and recommendations.
8. Once your appointment is complete, the assistant or a receptionist will obtain your payment. The assistant will then escort you back outside at the conclusion of your appointment.

HOW TO WEAR A MASK – FEATURING ‘CLEA’

