

COVID POLICES/PROCEDURES - DROP OFF/DISCHARGES

- 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.

HOW TO WEAR A MASK - FEATURING 'CLEA'



DROP-OFF:

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. When a technician is ready to check your pet in for their procedure, you will be notified via pager. When your pager goes off, please bring your pet and pager to the entrance.
3. A technician will meet you at the door. You will drop off your pager and sanitize your hands. The technician will go over our check-in sheets and give you any relevant instructions regarding your pet's stay with us today.
4. The technician will then bring your pet into the hospital for their procedure. You will return to your car.

DISCHARGE:

1. Follow the signs for check-in when you arrive. A staff member will greet you at your vehicle to give you a pager.
2. The procedure for your pet's discharge will depend on what they had done today and whether your discharge will be with a doctor or a technician.
3. Upon check-in, a staff member will collect payment. Most often payment is collected when you call to verify that your pet is ready to be picked up.
4. For most discharges, you will be notified via the pager you received at check-in when your pet is ready for discharge. You will then meet the technician and your pet at the designated discharge door.
5. The technician will go over all necessary instructions regarding your pet's aftercare following their stay with us.
6. For some discharges that require more detailed instructions or a discussion with the doctor, you will be notified via pager when an exam room is clean and ready for you.
7. An assistant or technician will meet you at the door and accompany you to the exam room. Please refrain from touching doorknobs, light switches, etc. You will be asked to sign off on our screening questions, have a contact-free temperature taken, and disinfect at our hand sanitizing station.
8. Once in the exam room, please remain seated and within your designated area throughout the duration of your appointment.
9. The technician or doctor will then come into the exam room to go over all instructions or review X-Rays with you.