



YOUR HEALTH IS OUR #1 PRIORITY

WE'RE GOING HANDSHAKE FREE DURING THE COVID 19 OUTBREAK. WAVES, PURRS AND BARKS STILL WELCOMED!

HERE ARE ADDITIONAL ACTIONS WE'RE TAKING:

KEEPING PEOPLE SAFE...

In order to maintain appropriate distances, we ask that you DO NOT ENTER the building upon arrival. Please call from your vehicle at 301-809-8800 to let us know that you've arrived, and provide a make, model, and color of vehicle to help us to locate you, as well as a cell phone number. We will connect you with the service you are scheduled with, and a veterinary technician will speak with you by phone to collect information about your pet. The technician will retrieve your pet from your vehicle when the doctor is ready to perform an examination.

WHILE DOCTOR IS PERFORMING THE EXAM...

While the doctor is performing the examination, please remain on site in your vehicle. The doctor will call you with any questions, and to discuss the results of the physical examination, and your consultation will be performed by phone during the allotted appointment time.

IF YOUR PET REQUIRES DIAGNOSTIC TESTING...

If your pet requires diagnostic testing, the doctor will discuss this with you, and will provide you with a verbal estimate. You will be asked to make a deposit of the high end of the estimate at that time, and will be transferred to the client services team to make payment - please have a credit card available. A technician will come to your vehicle soon after to provide you with a copy of the estimate to sign, and will provide you with a receipt for your payment.

DEPENDING ON THE DIAGNOSTIC TESTS...

Depending on the diagnostic tests necessary, you may be asked to leave your pet with us for a period of time. In this case, you may go home, and we will call you to discuss next steps and discharge instructions. Any additional balance due will be collected over the phone at that time.

PICKING UP YOUR PET...

We will arrange a convenient time for you to come to pick up your pet. When you arrive to pick up your pet, please call the office, and we will bring your pet out to your vehicle, along with any medications and a copy of the discharge instructions that you were given over the phone. You will be asked to sign a copy of the discharge paperwork for us to keep on file.

If you have any questions, please e-mail contact@dvetreferral.com