



# **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:**

## **1. CLIENTS WHO CALL AHEAD...**

**You will be instructed as to whether to remain in your vehicle or enter the building. If you do not wish to enter the building, please discuss this with the client service representative or technician who takes your call.**

## **2. IF YOUR PET IS STABLE UPON ARRIVAL...**

- A. You will be given a New Client Registration form, and asked to take your pet back to your vehicle to wait for a technician. Please provide a make, model, and color of vehicle to help us to locate you!**
- B. A technician will come to your vehicle to collect your intake form and to retrieve your pet for examination in a timely fashion.**
- C. We ask that you remain on site in your vehicle while we examine your pet. We will need a cell phone number in order for the doctor to reach you to discuss your pet's care. The doctor will call to discuss a treatment plan and to give a verbal estimate for recommended diagnostics and procedures. If you consent to treatment, you will be transferred to a client service representative to make a deposit of the high end of the estimate. Please be sure to have a credit card available.**

**D. If you will need to apply for care credit, our client services team will provide you with the necessary information to apply.**

**E. In the event that your pet will need to be hospitalized, we regret to inform you that our visiting hours have been suspended in an effort to minimize the spread of illness. We also will not permit personal items to be left with your pet during their stay. You will continue to receive daily updates from our doctors and staff, and may call at any time to check in.**

### **3. IF YOUR PET IS NOT STABLE UPON ARRIVAL...**

**A. Please proceed to the lobby, where our client services team will assist you as usual.**

**B. A technician will triage your pet, and an examination will be performed by a doctor in our treatment area.**

**C. You will be instructed as to whether to return to your vehicle or remain in the lobby or exam room once your pet has been assessed.**

**D. We will always permit you to remain in an exam room with your pet during end-of-life situations.**

**E. If you are asked to return to your vehicle, the remainder of your visit will proceed as per #2c-d above.**

### **4. FOR THE SAFETY OF YOUR PET...**

**Clients may be permitted in the building after dark. You may still call ahead for instructions. Otherwise the client service representative or technician will provide further instruction when you enter the lobby at check in.**

**If you have any questions, please e-mail [contact@dcvetreferral.com](mailto:contact@dcvetreferral.com)**