

Questions About: **OUR SERVICES**



What can I expect with a car-side service appointment?

This is a new service for all of us, so please be patient with us. When you arrive at the hospital for your appointment, please call us. Once we arrive at your vehicle, please step out of it with your pet either in a carrier or on a leash. Based on the recent CDC recommendations, we encourage you to wear a mask when bringing your pet to the hospital or when picking up food/medication. While we are inside examining your pet, please do not leave. We will call you as soon as the exam is over to discuss the treatment plan. Also, please remember to keep a safe distance from other clients in our parking lot.

When will you be seeing wellness appointments again?

At this time, wellness appointments are being booked after June 1. We will continue to provide regular updates as we monitor this rapidly-changing health crisis to help ensure the health and wellbeing of our patients, clients and team members. If that date changes, we will notify you.

Can I schedule an appointment for a nail trim for my pet?

Based on New York State's current regulations, we are only authorized to book appointments for urgent medical issues. If it is medically necessary that your pet receive a nail trim (nail growing into the paw, limping, etc.), please call us to discuss options for your pet.

Can I schedule an appointment to have my pet's anal glands expressed?

Based on New York State's current regulations, we are only authorized to book appointments for urgent medical issues. If your pet is symptomatic (licking, scooting, etc.), please call us to discuss options for your pet. If your pet isn't symptomatic, please monitor for symptoms.

What are the risks associated with waiting to administer my pet's vaccines?

If you have any concerns about your adult animal's vaccines, please contact our office.