

# IN-HOSPITAL VISIT PROTOCOL

Thank you for scheduling your pet's exam with us. We are working to ensure our new style of in-hospital appointments ensure the safety of our clients and team members while still providing the best possible patient care and client communication. These appointments will look a little different than previous appointments at our hospital. Please read our new in-hospital visit protocol carefully prior to your pet's appointment.

- For new pets and new clients, please have all records forwarded to the hospital prior to arrival.
- Upon arrival, please remain in your car and call us from the parking lot. Wait times may vary due to high call volume – please be patient.
- Please be prepared to answer a few screening health questions to ensure the safety of our team members.
- In order to maintain social distance between clients, you will be asked to remain in your vehicle until the exam room is ready. This also means that you will not be allowed to hold or approach your pet during the exam for your safety and the safety of our team members.
- Only one person will be permitted inside with your pet. Once you enter the hospital, you will be asked to sanitize your hands.
- In accordance with the NYS Veterinary Medical Society's guidelines, we are requiring team members and clients to wear facial coverings that cover the nose and the mouth.
- After your pet's exam and consultation, you may need to wait in your car while your pet finishes receiving care in our treatment room.
- If you are experiencing any COVID-19 symptoms or have tested positive for COVID-19 within the last 14 days, we kindly ask that you have someone else bring your pet in or reschedule your pet's appointment.
- If you have traveled to a state that NYS requires a 14-day quarantine when returning from OR have been in close contact with anyone who has tested positive for COVID-19, please have someone else bring your pet in or we can offer you curbside service.
- Thank you for understanding these adjustments in services. Please do not hesitate to contact us with any questions.

