

CURBSIDE APPOINTMENT CHECKLIST

DUE TO COVID-19 OUR USUAL WORKFLOW AND PROTOCOLS HAVE DRASTICALLY CHANGED. HERE IS A HANDY LIST DESIGNED TO MAKE YOUR EXPERIENCE AS EASY AS POSSIBLE.



IS ANYONE IN MY HOUSEHOLD EXPERIENCING ILLNESS SUCH AS A FEVER OR RESPIRATORY ISSUES?

If you or anyone you have been in contact with has tested positive for Covid 19, or is having any of the above symptoms. Please let our team know as we may ask that your appointment is reschedule, or alter our process to take further precautions.



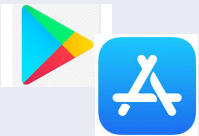
DO I HAVE MY MASK?

We ask that you wear your mask when face to face with our staff, as 6 feet of physical distance is not always possible. We have a very small staff that we need to take extra precautions to protect in order to remain available for you and your pets.



DO I HAVE MY PHONE?

For curbside appointments it is required that you have your cellphone with you,. Please make sure your ringer, and notifications for the app are turned on. Not being able to reach an owner during the appointment can greatly slowdown our workflow and may result in your pet staying longer than necessary in the hospital.



DO I HAVE AN UPDATED VERSION OF THE APP?

The app will be your main source of communication with our team during your appointment. Please open your app prior to your appointment to make sure it is updated, and that you have the new chat feature.



DO I HAVE MY CREDIT/DEBIT CARD FOR CONTACTLESS PAYMENT?

We will be taking payment using an online payment system that will be sent to you via our app prior to performing any treatments or services on your pet. We ask that you do not bring cash if possible to minimize contact.



AM I PREPARED TO OCCUPY MY TIME WHILE I WAIT IN THE CAR FOR A CURBSIDE APPOINTMENT?

In some cases, the new curbside service has slowed down our workflow. While we are working everyday to streamline our process to get you in and out in a timely manner. We ask that you remain in your car and at the hospital during your appointment unless otherwise discussed with a team member.

Make sure you follow us on social media for more updates!

