

## **COVID-19 Drop-off Policy: Curbside Method**

*For all clients.*

### **Emergency visit procedure**

- When you arrive at the parking lot, please call our front desk at
  - Sandy Springs 404.459.0903
  - Westside 404.649.6333
  - Gwinnett 770.277.8600
  - Cobb 770.728.6400
  - Cherokee 678.909.1700
- Our customer service representative will ask you about your pet's symptoms. If we determine that the situation is critical, we will get your verbal authorization for emergency care.
- We will ask for your information, your pet's information, your vehicle make and model.
- Our technician will come to your vehicle and speak to you through the window (more than 6-foot distance) to confirm your information and inform you of the next steps. You will be instructed to either drop off your pet or stay in the car while your pet is being taken into the hospital for assessment.
- Using a disposable pen, you will be asked to sign the authorization to treat your pet. Your pet will be removed from your vehicle in a secured carrier or double-leashed.
- Our technician will take your pet into the main hospital for assessment.
- Your pet will be brought to the treatment area and assessed. We will determine if your pet needs to stay hospitalized for diagnostics or can be treated and released to you.
- Our medical team will call you with initial findings and secure authorization for diagnostics/treatment/hospitalization.
- You will receive a verbal estimate over the phone.
- Payment information will be taken at the time of the intake or discharge via a credit card that is handled with gloves, swiped into the machine and placed in a zipped plastic bag and returned to you.