

COVID-19 Drop-off Policy

IMPORTANT

- If you are feeling sick with respiratory symptoms, have traveled to a high-risk area in the last 14 days, or have been in contact with a person who has tested positive for COVID-19, please call ahead to let the front desk staff know. We have additional procedures in place for symptomatic and/or quarantined clients (see ***For symptomatic and/or quarantined clients below***).
- Visitation is not permitted inside the hospital during pet hospitalization.
- No personal/pet belongings are permitted in the hospital. You must take all pet belongings with you (leash, collar, blankets, toys, etc.). If your pet was brought in a carrier, please plan to take the carrier home.

For clients who are not sick and/or quarantined

Appointment & ER Non-Emergent Procedure

1. When you arrive at the parking lot, please call our front desk at
Kansas City Northland (Emergency + Specialty) 816.759.5016
Overland Park, KS (Emergency + Specialty) 913.642.9563
Lee's Summit (After-Hours Emergency ONLY) 816.554.4990
Chesterfield (Specialty ONLY) 636.536.4991
2. 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.
3. Our customer service representative will ask for your information, your pet's information, and the reason for your visit.
4. A technician will then call to let you know we are ready to meet you in the lobby.
5. Once in the designated area, please place the pet inside one of the cages. If your pet is in a carrier, please place the carrier in a cage. For very large dogs, transfer will take place in the vestibule.
6. Once the pet is in the cage, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation and proceed to the exit prior to the technician approaching. Please return to your car.
7. Our technician will take your pet into the main hospital for assessment.
8. The cages will be disinfected before the next pet arrives, including the latch and handle. The exterior door handle will also be disinfected between clients.
9. Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.
10. You will receive a verbal estimate over the phone. If you approve the estimate, services will be provided.
11. Payment will be taken over the telephone.
12. Discharge instructions will be reviewed over the phone telephone and emailed to you.

Emergency/Critical Case Procedure

1. If possible, call ahead to let the front staff know you are on the way to the hospital.

Kansas City Northland (Emergency + Specialty) 816.759.5016

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Lee's Summit (After-Hours Emergency ONLY) 816.554.4990

2. Upon arrival, immediately come into the hospital.
3. Our front desk Associate will ask you to place the pet on stretcher/basket in designated area. Stretcher will be on the floor.
4. The front desk Associate will call then call a technician to the front STAT.
5. The technician will ask you to provide a brief history, get permission for basic treatment (*CPR status as needed*), and take your phone number.
6. You will then return to your car and await a phone call.
7. Over the phone, a front desk Associate will ask for your information, your pet's information, and the reason for visit.
8. Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.
9. You will receive a verbal estimate over the phone. If you approve the estimate, services will be provided.
10. Payment will be taken over the phone.
11. Discharge instructions will be reviewed over the phone telephone and emailed to you.

Euthanasia Cases

1. Please follow steps 1-10 in the **Appointment & ER Non-Emergent Procedure: Interior Hand-off Method** section above, then proceed to step two here.
2. After services are approved, your pet will be placed in a designated euthanasia room and connected to two IV extensions sets.
3. You will come into the designated euthanasia room.
4. After 10 minutes, the doctor (in full PPE) will enter room to euthanize pet. Please keep six feet away from the doctor in the euthanasia room.
5. You can then exit the building.

For symptomatic and/or quarantined clients

All Specialty and Emergency Care Visits

1. When you arrive at the parking lot, please call our front desk at
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Lee's Summit (After-Hours Emergency ONLY) 816.554.4990
Chesterfield (Specialty ONLY) 636.536.4991

2. 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.
3. Our customer service representative will ask for your information, your pet's information, and the reason for your visit.
4. A technician will then call to let you know we are ready to meet you in the designated outside area.
5. Please place your pet in a cage in the designated outside area. Please return to your car.
6. A technician in PPE will pick up your pet from the designated area and bring your pet into the main hospital through the front door.
7. If your pet is stable and will tolerate it, our staff will gently bathe your pet with a mild detergent and water.
8. A technician will then call you for your pet's full history and reason for visit.
9. Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.
10. You will receive a verbal estimate over the phone. If you approve the estimate, services will be provided.
11. Payment will be taken over the phone.
12. Discharge instructions will be reviewed over the phone telephone and emailed to you.