

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

We are following social distancing recommendations and offering curbside service to eliminate traffic in our lobbies. Prior to your visit, we will call you to obtain a history, email any needed consent forms, or get updated information for your pet.

### ***For all clients***

- Prior to your visit, we will call you to obtain a history, email any needed consent forms, or get updated information for your pet.
- Upon arrival for your appointment, please wait in your car and call our hospital at **(678) 803-2626**.
- We are asking that anyone displaying symptoms of COVID-19 (fever, cough, or shortness of breath) or who has traveled internationally in the last 14 days or to an area in the U.S. with high incidence of COVID-19 alert an associate when calling the hospital from your car. When possible, we recommend that someone outside of your household that is not experiencing symptoms (and has not had travel history) bring your pet in. If your pet's illness is non-emergent, appointments should be rescheduled until you are well. We have plans in place to help ensure your pet receives the care it needs. This likely includes having a staff member in personal protective equipment meet you at your vehicle.
- Your pet will be taken inside the hospital to be examined/receive therapy.
- Communications regarding updates on your pet will be made via telephone/email.
- After services have been approved by you, payment for services will be accepted via telephone or through Care Credit's Pay My Provider.
- We ask that you do not bring any personal items to be kept with your pet at the time of appointment. We will not accept blankets, toys, collars, leashes, etc.
- Before arrival, please carefully clean your carrier, leash, and collar with an alcohol-based solution.
- Be sure to let it dry completely before placing your pet inside the carrier.