

Emergency Visit Procedure (Daytime)—Curbside Only

- When you arrive at the parking lot, please call our front desk at **(239) 947-0588**.
- 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. Please note that if your pet is stable, they may be brought back to the vehicle until the doctor can see them.
- 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. Virtual payments will be taken when possible.
- When you arrive for pickup, please call the front desk to let them know and a technician will bring the pet to the car.

*Please note: **All nighttime emergency care visits** are to follow the Interior Handoff Method below.*

Specialty Visit Procedure—Curbside or Interior Handoff

If you prefer a curbside drop-off for a specialty appointment, please refer to the instructions above. Otherwise, please follow the interior handoff method instructions below.

Interior Handoff Method

- Please call the front desk upon arrival at **(239) 947-0588**.
- Over the phone, we will ask you about your pet's symptoms, and your and your pet's information.
- A technician will call to let you know we are ready to meet you in the lobby.
- Once you are in the lobby, our technician will lead you to a hand-off room.
- In the hand-off room, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation, sign necessary forms in designated area, provide payment information, take leash, collar and belongings, and proceed to the exit prior to the technician approaching.

- Our technician will take your pet into the main hospital for assessment.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics, treatment or hospitalization.
- Payment information will be taken at the time of the intake or discharge. Virtual payments will be taken when possible.