

**OUR SERVICES**

Cardiology    Diagnostic Imaging    Neurology &    Ophthalmology  
Critical Care    Emergency Medicine    Neurosurgery    Surgery  
Dermatology    Internal Medicine    Oncology

**COVID-19 Drop-off Policy: Interior Pet Transfer Method**

For clients who are not quarantined and do not have symptoms.

- Please call the front desk upon arrival from your car. We can be reached at **616-284-5300**.
- One of our team members will then call you back to discuss the symptoms your pet is experiencing.
- We will also need the following: your information, pet information, and the reason for your visit.
- A technician will call to let you know when we are ready for you to place your pet in the designated receiving area/vestibule.
- Once in the designated receiving area, please place the pet inside one of the kennels.
- Once the pet is in a kennel, please write your name and pet's name on the kennel card for confirmation, sign necessary forms in the designated area, provide credit card info/swipe, take leash/collar/belongings, and exit prior to the technician approaching.
- Our technician will take your pet into the main hospital for assessment.
- The kennels will be immediately disinfected before the next pet arrives, including the latch and handle. The exterior door handle will also be disinfected between clients.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.

Thank you for your understanding and please do not hesitate to call us with any questions. We're here for you, your patients, and the communities we serve.

**ANN ARBOR**

4126 Packard Rd  
Ann Arbor MI 48108  
P • 734.971.8774  
F • 734.971.1783

**AUBURN HILLS**

3412 E Walton Blvd  
Auburn Hills MI 48326  
P • 248.371.3713  
F • 248.371.3714

**GRAND RAPIDS**

1425 Michigan St NE Ste F  
Grand Rapids MI 49503  
P • 616.284.5300  
F • 616.284.5320

**SOUTHFIELD**

29080 Inkster Rd  
Southfield MI 48034  
P • 248.354.6640  
F • 248.354.0303