

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

### IMPORTANT

- Currently, we are not allowing clients in the building with rare exceptions for extreme cases. ***If you think that your pet is experiencing a life-threatening emergency, come directly to the locked doors in the parking garage and press the button to speak with client care for further directions.***
- It is essential that anyone displaying symptoms of COVID-19 (fever, cough, or shortness of breath), has traveled internationally, or is otherwise under quarantine alert staff immediately so we can proceed appropriately.

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

- When you arrive at the parking lot, please call our front desk at **206-624-9111**.
- Our customer service representative will ask you about your pet's symptoms, your information, your pet's information, and ask that you remain in your car.
- Our technician will call you to confirm your information, ask for your pet's pertinent medical history and will have you sign the authorization form to treat your pet. Pens and clipboards are cleaned after each use.
- **Canine Patients** – please remove your pet's leash/collar/harness and the associate will place the 2 clean slip leads on your pet. Please hand the leash handles to the Triage Tech. If your pet **MUST** wear a harness, please thoroughly clean the harness with an alcohol-based cleaner prior to arrival at the clinic. We will not be accepting any personal items into the hospital at this time.
- **Feline and Exotics patients** – must be presented in a secured carrier. Please thoroughly clean your carrier with an alcohol-based cleaner prior to arrival at the clinic. Cardboard cat carriers are available and pet should be removed from home carrier by client and placed into the cardboard carrier by the owner. Please then step away to allow the Triage Tech to close and pick up the carrier.
- Our medical team will call you with initial findings and secure authorization for any recommended tests or treatment plans. Please do not leave the hospital's parking lot before this call.
- You will receive a verbal estimate over the phone and a copy will be emailed to you.
- Once you agree to the proposed treatment plan and estimate, you will be connected to our front desk team to provide your payment information over the phone for either your final invoice or estimate high end deposit payment.
- Please be prepared to provide your driver's license information for any Check or CareCredit payments.
- Cash payments will be handled with Ziploc bags handed to the Triage tech wearing PPE, change will be returned in a Ziploc bag by a staff member wearing PPE.
- No patient belongings can be kept at the hospital with admitted patients. Please plan on taking all collars, leashes, harnesses, carriers, bedding and personal items home with you.
- If clients must enter the building, only 1 person per patient will be allowed in the building at a time. Please do NOT open the door for others to enter the building.

### Temporary Policy for Inpatient Visits

Visits to hospitalized patients will be extremely limited and the visitation policy is subject to change without warning. Visits will take place in a designated room. Only 1 client can visit at a time with a maximum number of 2 people per patient per day. Additional people must remain outside the building. The only pets able to receive visits are critical patients under care in the ICU. All visits must be prescheduled and are restricted to 10 minutes or less.

*We greatly appreciate your patience and understanding as we take these extra precautions.*