

COVID-19 Drop-off Policy: Curbside Method

For all clients:

- When you arrive the parking lot, please call our front desk at:

Gainesville: **352.672.6718**

Jacksonville: **904.646.1287**

Orange Park, Emergency and Surgery: **904.278.0287**

Orange Park, Neurology: **904.279.7070**

- Our client service coordinator 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 phone number, and your vehicle's make and model.
- A technician will take your pet's medical history from you over the phone to increase our safety measures for you and our medical team. They will 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.
- A technician will come to your vehicle and confirm your information.
- Using a disposable pen, you will be asked to sign the authorization to assess your pet. Your pet will be removed from your vehicle in a secured carrier or double-leashed.
- Our technician will safely take your pet into the main hospital for assessment.
- Your pet will be brought into the treatment area and assessed by the appropriate clinician. We will determine if your pet needs to stay hospitalized for diagnostics, or can be treated and released to you.
- The clinician will call you with their initial findings and our medical team will secure verbal authorization for diagnostics/treatment/hospitalization.
- You will receive a verbal estimate over the phone for all recommended diagnostics/treatment/hospitalization.
- Payment information will be taken at the time of the intake or discharge via credit card authorization that is properly handled with gloves and a zipped plastic bag and returned to you. Virtual payments will be taken when possible.