



COVID-19 Specialty Appointment Protocol

Northfield

Effective: Monday, April 20th

- When you arrive, please call the hospital from your car. Signs have been posted to instruct you.
- An Associate will then instruct you ~~when~~ to leave your pet inside our vestibule in one of the cages provided.
- You **MUST** take all leashes, collars, coats, CAT CARRIERS, blankets, etc. off the pet and with you.
- We ask that you please wait in your car. If you wish to remain in the parking lot until you receive a call from your pet's doctor.
- Over the phone, our associates will gather the appropriate information to get you checked in.
- The Associate will also ask if you are considered "At Risk" by asking:
 - 1) Are exhibiting any symptoms associated with COVID-19?
 - 2) Have recently traveled to any of the areas of high infection rates?
 - 3) Have recently been exposed to someone who has tested positive for COVID-19?