

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

*For all clients.*

### **Emergency visit procedure**

- When you arrive at the parking lot, please call our front desk at:
  - Tampa 813.933.8944
  - Clearwater 727.572.0132
  - Brandon 813.571.3303
  - Sarasota 941.923.7260
- 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.

### **Specialty visit procedure**

- When you arrive at the parking lot, please call our front desk at:
  - Tampa 813.933.8944
  - Clearwater 727.572.0132

- Brandon 813.571.3303
- Sarasota 941.923.7260
- Our customer service representative will ask you 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.
- 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.

### **Inpatient visit procedure**

At this time, no inpatient visits will be made except in the case that it is recommended by a doctor.