

COVID-19 Drop-off Policy

Specialty Appointments & Incoming Emergency Cases

It is essential that anyone displaying symptoms of COVID-19 (fever, cough, or shortness of breath) or who has traveled internationally in the last 14 days or to an area in the U.S. with high incidence of COVID-19, **call the hospital ahead of time to discuss the situation. Please do not enter the hospital. We have additional procedures in place to ensure your pet receives the care it needs.**

We ask that you follow the below protocol for both appointments and emergency situations:

- Please stay in your car and call the hospital to start the check-in process **(415-413-7363)**
- Once we are ready, a staff member will call you to either meet you at your car or give you instructions to enter the hospital. Please note: The hospital door will remain locked 24 hours a day and only **one client is allowed in the lobby at a time.**
- If your pet is critical, staff will immediately direct you to an exam room where you can fill out critical paperwork. Please remain in the room until check in is complete. You will then be escorted out.
- If met at your car, a staff member will get a brief history and provide you with any necessary paperwork.
- If we request that you come into the building, please stay behind the tables in the entryway. **No client should be in the lobby for more than 2 minutes.**
- New Patient Intake forms are on the table. You may take one and head back outside.
- When you are done filling out the New Patient Intake form, please stand by the front door.
- A technician will then bring your pet into the hospital for examination and appointment procedures.
- After examination or an appointment procedure, the clinician will call you to discuss exam findings and a treatment plan.
- Payments can be taken over the phone or we can take credit cards through the door.
- Prior to arrival, please clean your carrier, leash, and collar as carefully as possible with an alcohol-based solution.
- Please respect the 'social distancing' recommendations and maintain a distance of 6 feet from others, and refrain from shaking hands.

We greatly appreciate your understanding as we strive to provide remarkable care for pets.