

COVID-19 Drop-off Policy: Curbside Method

For all clients—specialty and emergency

We are asking that anyone who is displaying symptoms of COVID-19, has traveled internationally in the last 14 days or to an area in the U.S. with high incidence of COVID-19, alert an associate when calling the hospital for an appointment or from your car. If you are sick, and the appointment is non-emergent, we kindly ask that the appointment be rescheduled until you are well.

If you are in immediate need of emergency care, we have plans in place to help ensure your pet receives the care it needs.

Follow these steps for both emergency and specialty care visits:

- Upon arrival, please call our front desk at 239.263.0480.
- 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.
- Over the phone, we will ask for your information, your pet's information, your vehicle make and model.
- Our technician will come to your vehicle to obtain your pet.
- Your pet will be removed from your vehicle in a secured carrier or double-leashed.
- 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.
- 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.
- 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 over the phone.