

COVID-19 Drop-off Policy: Interior Hand-off Method

For all clients

- Please call the front desk upon arrival from your car. We can be reached at **515.727.4872** for the Des Moines location and **319.841.5161** for the Cedar Rapids location.
- One of our team members will call you to discuss the symptoms your pet is experiencing.
- We will also need the following: your information, pet information, and the reason for your visit.
- A technician will call to let you know we are ready to meet you in the lobby.
- Once in the hand-off room, please place the pet inside one of the cages.
- Once the pet is in the cage, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation and proceed to the exit prior to the technician approaching.
- For payment, we will be using verbal authorization with witnessing and taking credit cards via phone.
- Our technician will take your pet into the main hospital for assessment.
- The cages will be disinfected before the next pet arrives, including the latch and handle. The exterior door handle will also be disinfected between clients.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.

A technician in PPE will come to your car to obtain the pet ***only in urgent emergency cases or if you are unable to get the pet out of the car.***

Prior to arrival, please send any new patient records. For emergency or ICU transfers, we ask that the primary veterinary call our hospital ahead of time to discuss the case and transfer.

Euthanasia Procedure

To ensure the safety of patients, clients, and staff, we are limiting visitation time and the number of visitors for all euthanasia cases. Pets will be sedated in the consult room, and the euthanasia will be performed in the ICU.

Thank you for your understanding. Please do not hesitate to call us with any questions.

We're here for you, your patients, and the communities in which we serve.