

As news and information continues to spread about COVID-19 (coronavirus), one thing remains the same: The Center for Veterinary Specialty + Emergency Care is dedicated to the health, safety, and wellbeing of our patients, staff, and community.

To continue offering a safe and healthy environment for clients, pets, and our hospital teams, we are implementing new drop-off procedures.

COVID-19 Drop-off Policy: Interior Hand-off Method (for Internal Medicine, Emergency & Critical Care)

For clients who are not quarantined and do not have symptoms.

- Please call the front desk upon arrival from your car. We can be reached at 972.820.7099.
- 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 CSR/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 banks.
- Once the pet is in the bank, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation, sign necessary forms in designated area, take leash/collar/belongings, and proceed to the exit prior to the technician approaching.
- Our technician will take your pet into the main hospital for assessment.
- The bank will be immediately 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, including a CPR Code.
- A member of our CSR team or Technician team will email you an estimate that will need to be signed and emailed back acknowledging that you approve the finances and treatment.
- Once a treatment plan is determined, a member of our CSR or Technician team will be calling you regarding payment.

COVID-19 Drop-off Policy: Curbside Drop Off and Pick Up (for Neurology & Surgery + Quarantined/Sick Clients)

*For clients who have appointments with Neurology & Surgery **AND** for clients who tested positive for COVID-19, are quarantined, and/or have symptoms of COVID-19.*

- Please call the front desk upon arrival from your car. We can be reached at 972.820.7099.
- 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 CSR/Technician will call to let you know we are ready to have you pull up to our buildings front entrance (under the awning) so they can retrieve your pet. We ask that you continue to stand 6 feet apart for safe distancing.
- The CSR/Technician team member will provide you with a slip lead and ask that you place it on your pet.
- Once the slip lead is securely attached the CSR/Technician will instruct you to remove any personal items from your pet such as collar, leash, harness, etc.

- We ask that you return to your car and park in one of the empty spots until a team member contacts you.
- Our technician will take your pet into the main hospital for assessment.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization, including a CPR Code, if needed.
- The Doctor will call you regarding your pet's exam findings and discuss next steps.
- Once a treatment plan is determined and verbally approved, a member of our CSR or Technician team will be calling you regarding payment.
- Once your pet is ready for discharge a CSR/Technician team member will call you to instruct you to return to the front of the entrance (under the awning) so we can transfer the pet back to your care.
- Once the pet is secure with their collar and leash, we will instruct you to remove the slip lead.

COVID-19 Drop-off Policy: Discharge/Pick-up

For clients who are not quarantined and do not have symptoms.

- Please call the front desk upon arrival from your car. We can be reached at 972.820.7099.
- A member of the Technician team will call to go over your Pets discharge instructions including what type of medication is being sent home and when they are due next.
- Once discharge is complete, your pet is then placed into the hand-off room and put in a specific bank.
- A member of the CSR team will call you regarding payment and instruct you when it is safe to enter the building.
- When entering our front lobby, we ask that you step inside the shoe wash bin to clean the bottom of your shoes and proceed to the hand-off room while remaining to keep a 6 ft distance.
- The CSR/Technician team member will instruct you on which bank your pet was placed in and that you may enter the hand-off room to retrieve your pet and discharge bag (if provided).

Thank you for your understanding and please do not hesitate to call us with any questions. We're here for you, your patients, and the communities in which we live.