

COVID-19 Drop-off Policy: Curbside Method

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

- When you arrive at the parking lot, please call our front desk at 206-364-1660 option 2.
- Our customer service representative will ask you about your pet's symptoms, your information, your pet's information, and the number of your parking stall.
- Our technician will come to your vehicle and speak to you through the window while wearing PPE, and will confirm your information, ask for your pet's pertinent medical history and will have you sign the authorization form to treat your pet. Pens and clipboards are cleaned after each use.
- The triage tech will ask for your assistance so they can escort your pet into the clinic to obtain vital signs and have your pet assessed by the doctor.
- **Canine Patients** – Please remove your pet's leash/collar/harness and place the 2 clean slip leads provided by the triage tech on your pet. Please hand the leash handles to the Triage Tech. If your pet MUST wear a harness, please thoroughly clean the harness with an alcohol-based cleaner prior to arrival at the clinic.
- **Feline and Exotics patients** – Must be presented in a secured carrier. Please thoroughly clean your carrier with an alcohol-based cleaner prior to arrival at the clinic. Cardboard cat carriers are available for purchase if needed. Please set your pet in their secured carrier on the ground and then step away to allow the Triage Tech to pick up the carrier.
- Our medical team will call you with initial findings and secure authorization for any recommended tests or treatment plans. Please do not leave the hospital's parking lot before this call.
- You will receive a verbal estimate over the phone and a copy will be emailed to you.
- Once you agree to the proposed treatment plan and estimate, you will be connected to our front desk team to provide your payment information over the phone for either your final invoice or estimate low end deposit payment.
- Please be prepared to provide your driver's license information for any Check or CareCredit payments.
- Cash payments will be handled with Ziploc bags handed to the Triage tech wearing PPE, change will be returned in a Ziploc bag by a staff member wearing PPE.
- No patient belongings can be kept at the hospital with admitted patients. Please plan on taking all collars, leashes, harnesses, carriers, bedding and personal items home with you.
- If clients must enter the building, only one person per patient will be allowed in the building at a time. Please do NOT open the door for others to enter the building.