

## **COLLINS HOSPITAL FOR ANIMALS COVID-19 UPDATED POLICY 4/6/2020**

**OFFICE HOURS: MON/TUE/THU/FRI 9AM-5PM WED/SAT 9AM-3PM**

TO OUR VALUED CLIENTS,

COLLINS HOSPITAL FOR ANIMALS IS TAKING EVERY POSSIBLE STEP TO KEEP BOTH OUR CLIENTS AND STAFF HEALTHY DURING THE COVID-19 PANDEMIC. WE ARE FOLLOWING CDC GUIDELINES ON SANITATION, SOCIAL DISTANCING AND WEARING PPE IN BOTH OUR WORK AND PERSONAL TIME. AS WE CONTINUE TO SERVE YOU, WE ASK IF YOU ARE SICK TO PLEASE SEND A HEALTHY SURROGATE WITH YOUR PET.

**PLEASE SEE BELOW FOR OUR MOST UPDATED POLICY CHANGES**

**AS OF MARCH 27, 2020, WE HAVE IMPLIMENTED “CURBSIDE” MEDICINE**

- CLIENTS WILL NOT BE ABLE TO ENTER THE BUILDING WITH THE EXCEPTION OF THOSE REQUESTING A EUTHANASIA. IN THIS INSTANCE, YOU WILL BE ASKED TO WEAR A MASK AS WELL FOR THE DURATION OF THE APPOINTMENT.
- PATIENT HISTORY FORMS WILL BE EMAILED TO YOU TO BE FILLED OUT AND EMAILED BACK PRIOR TO YOUR PET’S APPOINTMENT.
- PLEASE PARK RIGHT OUT FRONT OR IN THE STARBUCKS LOT IF STREET PARKING IS NOT AVAILABLE.
- UPON ARRIVAL, PLEASE CALL TO LET US KNOW YOU ARE HERE. A STAFF MEMBER WILL COLLECT AND RETURN YOUR PET TO YOU AT YOUR VEHICLE OR CURBSIDE.
- ESTIMATES CAN BE PROVIDED BY EMAIL OR CURBSIDE.
- PAYMENT WILL BE COLLECTED AT TIME OF VISIT BY PHONE. RECEIPTS WILL BE EMAILED.
- DOCTORS WILL COMMUNICATE WITH YOU VIA PHONE, EMAIL, AND/OR PRINTED DISCHARGE INSTRUCTIONS.
- IF YOU NEED FOOD, MEDICATIONS, OR TO DROP OFF A SAMPLE, PLEASE CALL US TO MAKE ARRANGEMENTS AND COLLECT PAYMENT. PRODUCT WILL BE BROUGHT TO YOUR CAR OR CURBSIDE AND RECEIPT WILL BE EMAILED.

**PLEASE CALL THE OFFICE IF YOU HAVE ANY QUESTIONS, CONCERNS, OR WANT MORE DETAILED INFORMATION. ONE OF OUR STAFF MEMBERS WILL BE HAPPY TO HELP YOU.**