



Process for Seeing Appointments 3-23-20

- Based on Governor Baker's latest recommendations for the safety of our client and staff, we are moving to a client-free lobby.
- Curbside Services are being provided
- Upon Arrival the client will park in a parking spot in the back, call the front desk, the technician will take the call to obtain history, concerns etc., once done the technician will go the car and take the pet from owner to bring into the hospital.
- Doctor will call the owner to discuss exam findings and get consent for test and treatments
- Front desk generates a bill, calls the client for payment over the phone
- Front desk or shift will bring pet to animals' owner (urge owner to drive around back – move all staff cars up front – or on side)
- Picking up Medicine or Food – the owner will pay via phone and the product will be put in the front hall for the owner, unless owner needs assistance then places materials in vehicle trunk.
- For Euthanasia appointments, they will be scheduled with Dr. T and family will be allowed to attend if no members are sick.