

PLEASE READ AND SHARE! THIS IS IMPORTANT INFO REGARDING OUR TEMPORARY APPOINTMENT
PROTOCOL AT BARTON HEIGHTS VETERINARY HOSPITAL

Due to concerns about the novel coronavirus and related disease (COVID-19), We are taking additional precautionary measures (per the recommendations of the CDC and OSHA) within the hospital to keep our staff, doctors, animals, clients, and visitors safe, while continuing to provide essential patient care.

If you have been sick with symptoms of COVID-19 or other illness, been exposed to someone diagnosed with COVID-19, or have traveled to a COVID-19 endemic area, we are kindly asking you to reschedule your appointment for 14 or more days or have another individual present if your pet needs immediate attention.

Our team has instituted a no-hand shake policy with all clients and visitors, as well as with each other. We have also increased our sanitizing protocols around the hospital for client and staff safety.

Effective Monday, March 16 2020:

- For wellness appointments and minor illnesses (to be determined by our staff at the time the appointment is scheduled)
 - We ask that you give us a call (570-424-6773) when you arrive for your appointment. Please stay in your vehicle. At this time, you will be transferred to one of our assistants or technicians to go over any history, concerns, symptoms, or questions you have regarding your dog/cat (just as if you were in the clinic). We will then come out to your car and bring your dog/cat into the building to have their exam, vaccinations treatments/diagnostics done. We will call you right back and go over findings and recommendations.
- For sick patient appointments or emergencies
 - Please call ahead and schedule an appointment as usual (570-424-6773). Our staff will triage the situation to help guide you on whether you should wait in your car for staff to come get your pet, or proceed immediately into the clinic. For those appointments that need owners present, we are asking that you limit the number of clients in an appointment to one (1). There will be special exceptions made for end of life care.
- Medication and food refills
 - Please call ahead for refills as usual (570-424-6773). When you arrive, please call from your vehicle. Your medication / food will be verified, and customer service representative will take payment over the phone. A staff member will bring these items out to your car.
- Elective surgery or dentistry drop-off
 - We ask that you give us a call (570-424-6773) when you arrive for your check-in appointment. Please stay in your vehicle. At this time, you will be transferred to one of our assistants or technicians to go over any history, concerns, or questions you have regarding your dog/cat (just as if you were in the clinic). We will then come out to your car and bring your dog/cat into the building to be checked in with a doctor for their surgery / dentistry appointment.
 - You will be asked to leave a deposit for most elective procedures via the phone

What clients should do when they arrive at the hospital with patients:

- Call us when you arrive at the parking lot (570-424-6773).
- Please remain in your vehicle with your animal.

Care professionals associated with your appointment will discuss your needs by phone when you arrive. At the end of the phone conversation, a care professional will come to the parking lot to bring your animal into the building for evaluation.

After the medical team evaluates your animal, you will receive a phone call to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call. **MAKE SURE YOU BRING YOUR PHONE AND A CHARGER!**

After the appointment is complete and any additional findings are discussed/questions are answered you will receive a phone call from a customer service representative to obtain payment via:

Credit card or Care Credit are preferred, but cash or check will also be accepted.

****We are so very sorry to inconvenience anyone. This is obviously, not how we like to conduct our business, but our primary goal is to stay healthy, keep others around us healthy and continue to provide service throughout the duration of this pandemic.**

The Centers for Disease Control have a comprehensive website with general information and more about COVID-19 and animals: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>