COVID-19 Protocol

Our hospital is OPEN 24/7 for you and your pet!

Curbside Service - PLEASE STAY IN YOUR VEHICLE (unless otherwise directed by a staff member)

Safety:
Due to concerns about the novel coronavirus and related disease (COVID-19), we are taking additional precautionary measures (per the recommendations of the CDC) within the hospital to keep our staff, doctors, animals, clients, and visitors safe, while continuing to provide essential patient care. We have increased our sanitizing protocols around the hospital for client, staff safety, and initiated curbside check-in procedures to allow us to remain OPEN. Our team has initiated a no-hand shake policy with all clients, visitors, and each other. As per CDC recommendations, you may also see the staff with masks and gloves.

If you have been sick with symptoms of COVID-19 or other illnesses, been exposed to someone diagnosed with COVID-19, or 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.

Medical and Vaccine Appointments:
• We ask that you give us a call at (570-424-6773) when you arrive at the hospital for your appointment.
• An assistant or technician will speak with you and go over any history, concerns, symptoms, or questions you have regarding your pet (just as if you were in the clinic).
• We will then bring your pet into the building to have their exam, vaccinations, treatments/diagnostics done.
• We will call you right back and go over findings and recommendations.
• We are in a high risk area for Lyme, Lepto etc., So as to minimize the risk to the public and their pets, we are scheduling appointments for vaccine services.

Emergencies:
• If you are here for an emergency visit, please call ahead (570-424-6773). This will enable us to triage the situation and guide you on whether you should wait in the car or have a staff member ready to escort you into the hospital.
• For appointments that need the owner present, we ask that, you limit the number of clients 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 your medication/food will be verified, and a customer service representative will take your payment over the phone.

A staff member will bring the items out to your car.

Our Online Pharmacy/Store is available for clients who do not want to travel into the clinic. You are able to refill prescriptions, purchase food and other supplies without coming into the practice. This can be a great resource to ensure proper social distancing, but still provide the necessary medications and nutritional products. You can access the online pharmacy through our website [www.bartonheights.com](http://www.bartonheights.com).

**Surgery or dental drop-off:**

- Please call us at (570-424-6773) when you arrive for your check in appointment.
- A technician or assistant will speak with you and go over any history, concerns, or questions you have regarding your pet (just as if you were in the clinic).
- A staff member will come to your vehicle and bring your pet into the hospital to be checked in with a doctor for their surgery/dental appointment.
- You will be asked to leave a deposit for the procedure via the phone.

**Dentals and Surgical Services:**

Some procedures can have a harmful impact on your pet if delayed. If either a dental or a surgical procedure is needed to stop pain, improve the quality of life or prevent further illness or disease, please call us for an appointment (570-424-6773). If you are unsure if the procedure can be delayed, please contact us (570-424-6773).

**Telemedicine:**

We are in the process of adding telemedicine for clients who are unable or uncomfortable traveling into the practice. This tool will allow us to examine patients electronically and prescribe medications you can pick up in clinic. Please call us (570-424-6773) to see if this option would be a fit for you and your pet's situation.

We are very sorry to inconvenience anyone. This is obviously, not how we like to conduct our practice, but our primary goal is to stay healthy, keep others around us healthy and continue to provide service throughout the duration of this pandemic. We understand this process may change again, but we are doing our best to prepare for the restrictions to be removed and service non-urgent patients as quickly as possible.

Please make sure to bring your phone and a charger so that we can communicate with you.

Payment is due at the time of services. Credit card or Care Credit is preferred, but cash or check will also be accepted.

We thank you for your patience as we continue to care for your pets.