

CURBSIDE PROTOCOL

We are committed to providing high quality, compassionate care to your pet. In order to maintain proper social distancing, we will continue with curbside service for the time being. Thank you for your understanding.

- Upon arrival, please remain in your vehicle and text (585) 750-0000 notifying us of the parking space number, your pet's name, last name and reason for visit. If no response in 5 minutes, please call 585-424-1277. Wait times may vary – please be patient.
- A team member will approach your vehicle to retrieve your pet for transport in to the hospital. Cats must be in carriers and dogs on a leash.
- Please exit your vehicle and hold your pet's leash while we slip one of our leads on your pet. You can remove your leash and we will take your dog inside. If your dog is unable to walk, we will be able to transport through the use of a gurney. Carriers can be placed on the ground for the team member to retrieve.
- Please be prepared to answer a few screening health questions to ensure the safety of our team members.
- We ask that you remain on the hospital premises and be readily available to receive a call from the doctor. Once you receive an update and treatment plan, you may be able to leave if treatment/procedure will require an additional wait before completion and if more convenient for you.
- Payment will be taken over the phone at the end of the appointment. Your visit summary and invoice will be emailed to you.
- A team member will return your pet and any prescribed medications if indicated to you after your visit, maintaining social distancing.
- If you have traveled to a state that NYS requires a 14-day quarantine when returning from OR have been in close contact with anyone who has tested positive for COVID-19, please have someone else bring your pet or we can offer you curbside service.
- Thank you for understanding these adjustments in services. Please do not hesitate to contact us with any questions.

