

## Temporary Protocol Changes for COVID-19

As Covid-19 continues to spread we are going to begin implementing some additional safety measures to protect our clients, staff, and still be able to provide your pet with the health care services that they need. These changes are TEMPORARY and may change as new information becomes available. **Starting Monday March 23, 2020**, we will be open our **normal business hours from 7:30am-6:00pm**. All existing appointments and services will be completed as scheduled; however, we are going to be **implementing a completely closed lobby policy**. This means that our lobby doors will be locked during normal business hours as a TEMPORARY measure to abide by social distancing recommendations.

**Routine Healthcare and Sick Patients:** Please complete a history form about your pet, this form will be provided in an envelope on the front door. The form needs to be filled out in your vehicle. Once you have completed the form please call us at (405) 340-1020 and inform the receptionist that you are ready for your pet to be seen. Our technicians will then come out to your vehicle and retrieve the form and your pet. We will either use one of our leashes, or for small dogs we can use a carrier you provide. All cats must be placed in a carrier before we will take them from your vehicle. Your pet will then be examined by our loving staff and doctors as always, a thorough physical will be done. Upon completion of the exam the Doctor will contact you for treatment plan and options to best fit your pet's needs. All credit card payments will be completed via phone. Cash and check transactions will be done when an employee brings your pet back to your vehicle.

**Scheduled Surgery and Procedures:** Please drop off your pet at the regular time between 7:30-8:30am. Once you arrive in the parking lot for the scheduled procedure, please call the clinic and an employee will bring the surgical consent form to your vehicle to sign and will take your pet inside at that time with one of our leashes. Cats dropped off at the clinic must be in a carrier. Procedure pickups will be scheduled after the procedure by phone and payment will be made as described above.

**For Medication Refills and Food Orders:** Please call the office ahead of time and we will have these items ready for you. Due to increase in demand we only be able to supply one bag of dry or one case of canned food per pet at this time. When you arrive please call and we will have someone take your payment and bring your items to your vehicle.

**Grooming Pets:** Please call us when you arrive to drop off your pet for grooming. We will have someone come out to retrieve your pet with one of our leashes; small dogs can be placed in a crate that you provide if you wish. Mary will call you to go over grooming specifics, and schedule a pickup time. We will have a receptionist call you for payment.

Our greatest concern is for the health and well-being of our patients and their owners. We want to continue to maintain the highest level of service to our clients while also protecting our staff. We appreciate this Edmond community and all of our loyal clientele for entrusting us with the care of their beloved pets. Thank you for your understanding as we navigate this uncertain time together.

The Drs. and Staff at Danforth Animal Hospital