



Patient Visit Protocol During the COVID-19 Restrictions

Due to the restrictions surrounding COVID-19, we have modified our protocols and procedures to allow us to continue attending to your pets' needs as safely as possible for both our clients and our staff. **We are currently not allowing clients to be in the building during their pets' visit to minimize the risk of exposure for everyone.** We appreciate your understanding and ask that you allow extra time for your pet to be seen by the doctor. **You will likely encounter a longer than normal wait time**, up to 30 minutes, before your pet is brought into the clinic, so please be patient. **Be sure to bring a cell phone with you because all discussions will take place over the phone instead of in person.**

When you arrive for your appointment, this plan will be followed:

1. **Call the office number (248)646-5655 to let us know you have arrived.** The receptionist will take your phone number. You will speak to a technician to provide a history for your pet's visit and to discuss what treatments are necessary. It may be necessary for the technician to call you back.
2. When directed by the technician, you will bring your pet into the exam room with the door that leads to the parking lot. **Please wait until the technician has requested that you enter the room.** Watch for a sign to be displayed with your pet's name on it. There is a leash in the room to tether your dog. Place the slip lead over the dog's head and remove anything your pet is wearing including leash, collar, harness, jacket, etc. and take these items back to the car with you. All cats must be in a carrier. Be aware that the technician will be waiting on the other side of the interior door waiting for you to exit and will immediately retrieve your pet upon your departure. **Please wait in your car until the appointment is finished.**
3. Once the doctor has examined your pet, he or she will call you on the phone number provided and discuss any findings or recommended treatments with you.
4. At the conclusion of your appointment, you will again speak to a receptionist who will take your credit card payment over the phone.
5. **Your pet will be discharged through the gate at the back of the building.** They will be waiting for you in the fenced area, dogs on the leash attached to the door or in the crate beside the door and cats in their carrier.

If you have any questions about this procedure, please don't hesitate to call. Thank you for your patience and understanding