

COVID-19 Precautions

Appointments:

- Call us when you arrive in the parking lot: we will discuss/confirm your pet's needs at that time. Also confirm your (cell)phone number so that we can contact you. Please remain in your vehicle with your pet.
- A care professional wearing PPE will come to the parking lot to bring your pet into the building.
 - If the appointment is for **vaccinations, Heartworm-Tick panels or other routine treatments**, Dr. Neumeister will evaluate and treat your pet accordingly. After the appointment is finished, Dr. Neumeister or a staff member will call you with results and let you know the total amount of your invoice. At that time, you can **pay per Credit Card over the phone**. A care professional wearing PPE will bring your pet back to your car.
 - If the appointment is for **non-routine issues**, Dr. Neumeister will evaluate your pet and call you to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call. Once the care of your pet is complete you will receive another phone call and **can pay for the service with a Credit Card over the phone**. A care professional wearing PPE will bring your pet back to your car.
 - If the appointment is for a **Dental, OHE, Neuter or other surgical procedure** we will call you when your pet is ready to be picked up and go home. At that time, you can **pay for the service with a Credit Card over the phone**. Call us when you arrive in the parking lot: a care professional wearing PPE will come to the parking lot to bring

your pet and, if needed, medications to your car.

Medication refills, prescription foods, etc.:

- Call us beforehand to give us some time to get your refills ready. ***We ask that you pay with a credit card over the phone*** at that time. We will let you know how long it will approximately take us to have your request ready.
- Call us when you arrive in the parking lot.
- A care professional wearing PPE will come to the parking lot and deliver the purchase to your car.