

# MESQUITE CURBSIDE CARE

As news and information continues to spread about COVID-19 (Coronavirus), one thing remains the same: At Mesquite Veterinary Hospital we are here for the love of animals and the people who love them. We do not want to put anyone unnecessarily at risk. We are deeply committed to offering a safe and healthy environment for our clients, their pets, and our hospital's team.

We are implementing a new curbside procedure to ensure that our patients receive the best care. Please review the instructions and follow our procedures.

## COVID-19 : Curbside Method

**For clients who are not quarantined and do not have any symptoms.**

- Please call for an appointment. We will have parking spots numbered with an orange traffic cone.
- Please bring your dog with a collar and leash and cats **must** be in a carrier or a pillowcase.
- **All** Prescriptions and Dog/Cat food will need to be called in and **pre-paid**. Call us when you get here and we will take it out to you.
- A technician will come out to your vehicle and speak to you through the open window (6-foot distance) to confirm your information. The technician will then take your pet in a secured carrier or double-leashed.
- You will be instructed to stay in your vehicle while your pet is being examined.
- The doctor will examine your pet and either call you, email, text you or print out a treatment plan.
- Our medical team will secure authorization for diagnostics/treatment/hospitalization.
- Payment information will be taken by phone. We ask that you **bring your own pen**.
- Our Team will disinfect and wash our hands before and after each treatment.

Thank you for understanding. We appreciate your support and cooperation. Together we will take care of each other and our pets.