



# Curbside Checklist

Due to COVID 19 our usual workflow and protocols are VERY different. This checklist is designed to make your experience as easy as possible.

## HAVE I SUBMITTED MY PET'S CURBSIDE CHECK IN FORM?

Please visit our website at [www.carystreetvet.com](http://www.carystreetvet.com) to fill out and submit the form online. This form lets our doctors know of any concerns you may have about your pet. If this is your first visit to us, have you submitted the New Client Registration forms? If this is your first visit with this pet, have you also submitted the Pre-Visit Questionnaire? Have you had their records emailed or faxed to us? If your appointment is for surgery, have you submitted the Surgical Authorization form? If the appointment is for a sedated procedure, have you submitted the Sedation Authorization Form? All forms can be found in Online Forms in the Patient Center of our website. They can also be found on our app. Ask us to send you a link if you haven't already downloaded it! (You can also download the app from our website.) If we do not receive the forms the day prior to your appointment, we reserve the right to reschedule the appointment as obtaining records and forms during the appointment time will disrupt the day's schedule.

## IS ANYONE IN MY HOUSEHOLD EXPERIENCING ILLNESS SUCH AS FEVER OR RESPIRATORY ISSUES?

Please let our team know immediately if you have tested positive for COVID 19. If so, we request that your appointment be rescheduled or someone not exposed to the virus bring your pet. We also ask the same if you have been exposed within 14 days and have not tested negative.

## DID I BRING MY CELL PHONE?

Please bring your cellphone and make sure it is fully charged. This is the ONLY way our doctors can communicate with you about your pet. You may want to add us to your contacts and be prepared to answer a call from an unknown number as we have multiple lines. Also make sure your phone is disconnected from your car's Bluetooth as it may be harder to hear you in a busy hospital and some cars block notifications while running.

## DID I NOTE MY PARKING SPACE NUMBER ON THE SIGN IN FRONT OF THE SPOT AND TEXT THE PRACTICE WHEN I ARRIVED?

We need to know you have arrived and where to find you. Our staff can tell the difference between multiple breeds of dogs, but may not be able to tell the difference between a Hyundai and a Honda.

## IS MY PET IN A CARRIER OR ON A LEASH?

Since we are transporting your pet into and out of the practice, we want them to be as safe as possible. Carriers should be secure, so check all the screws and bolts. Make sure the handle is in good working order. Tighten your dog's collar or harness so they cannot back out of them when walking on a leash. THIS IS VERY IMPORTANT!

## DO I HAVE MY MASK?

We require that you wear your mask when face to face with our staff. Sometimes 6ft of physical distance is not possible when handing off pets, food and medications.

## DID I BRING MY DEBIT OR CREDIT CARD?

After the exam, we will call you to check you out and schedule your next appointment. We will be sending you a secure payment link via text or you may pay over the phone. We ask that you do not bring cash as making change slows an already stressed workflow. Your invoice will be emailed to you.

## AM I PREPARED TO OCCUPY MY TIME WHILE I WAIT IN THE CAR?

Unfortunately, Covid protocols have slowed our workflow so wait times have increased for our clients. We want you to be aware so you can utilize your time in a way you enjoy. Please do be aware that our team may call you several times during the visit so keeping the phone line open will get you and your pet home in the least amount of time.

## WHY are we Curbside?

During COVID almost every veterinary hospital in the country is experiencing extremely high demand for services. In reflection of the general population, our team members may have elders, immune compromised folks, and people with underlying conditions in their home. Exposing them to a client with COVID would be an unacceptable risk. Not only are we protecting these humans, but if we were to have a Covid positive staff member, our practice would have to possibly close for cleaning and contact tracing, causing the animals we care for to be without their medical team. Our staff are highly specialized in their training and not easily replaceable. Thank you for your understanding and collaboration! Rest assured your pets are entering a building full of animal lovers and we will do all we can to make their visit as pleasant and fear free as possible.