



CURBSIDE CHECKLIST

Thanks to COVID-19 our usual workflow and protocols are VERY different. This handy list is designed to make your experience as easy as possible.

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 may request you reschedule your appointment or we can discuss an alternative solution.

DID I BRING MY CELL PHONE?

Please bring your cell phone 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.

DID I NOTE MY PARKING SPACE NUMBER AND CALL THE PRACTICE WHEN ARRIVED?

We need to know you have arrived and where to find you. Our curbside is not like a restaurant car hop service. No roller skates for us! We are inside caring for our patients in between appointment times.

IS MY PET IN A CARRIER OR ON A LEASH? NO RETRACTABLE LEASHES IF POSSIBLE PLEASE.

Since we are transporting your pet into and out of the practice, we want them to be 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 do ask that you wear your mask when face to face with our staff, this includes when we are at your car getting patient history and gathering your pet for his/her appointment.

DID I BRING MY DEBIT OR CREDIT CARD?

We will be taking payments over the phone. We ask that you do not bring cash as making change slows an already stressed workflow. Our client service reps will call to check you out and email your receipt.

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.

RESTROOMS ARE UNAVAILABLE

Unfortunately we cannot offer our restrooms at this time.

WE MAY NEED ASSISTANCE ESCORTING YOUR PET

For dogs over 45lbs, after you call us and get checked in, we may ask you to escort your pet to the door.

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, immunocompromised 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, 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.

Thank you for your understanding and collaboration! Rest assured your pets are entering a building full of "animal loving fanatics" and we will do all we can to make their visit as pleasant as possible.

Wilbraham Animal Hospital is a division of East Springfield Veterinary Hospital, Inc.

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