



*****COVID19- NEW CURBSIDE PROTOCOL*****

To our valued clients,

We want to assure you of our commitment to keeping our hospital open and providing excellent care for your pets. As of Monday, March 23rd, 2020, we have NOT had any known exposure to the Coronavirus in our facility or with our staff members.

However, given the evolving circumstances with COVID-19, we are taking extra precautions to help ensure a safe and healthy environment for our clients, their pets, and our hospital staff.

Effective immediately, to decrease the risk of exposure; we are implementing the following safety protocols in accordance with CDC guidelines for social distancing (minimum 6 feet):

- If you have tested positive for COVID-19, are displaying any symptoms of the virus (fever, cough, or shortness of breath) or traveled internationally in the last 14 days to **please reschedule your appointment for a later date.**
- **NEW CURBSIDE SERVICE**.... Please call our office at 520-298-8358 when you arrive in the parking lot and one of our technicians will come to your car and retrieve your pet for the exam while you wait comfortably in your vehicle. After your pet is safely inside our hospital, one of our staff members will call you and ask for a brief history and if you have any concerns. We will continue to communicate via phone or text regarding treatment and/or results.
- **Emergencies** will be assessed immediately upon arrival. Please call ahead, if at all possible, so we know to expect you.
- **Payments** will be taken over the phone at the end of your pets appointment via credit card- We accept, VISA MasterCard, Discover, American Express, and Care Credit. If you need to pay with cash or check, one of our receptionists will come to your vehicle and retrieve the payment from you.
- We also encourage you to use our **on-line pharmacy** (VetsFirstChoice) for home delivery. Please go to our website www.mytucsonvet.com and click on the **Home Delivery** button and this will direct you to our online pharmacy. Any of your pet's Food and prescriptions can be shipped directly to your home.

Thank you for your patience and understanding as we do our best to help keep you and your pets safe and healthy.