

### **Bluegrass Animal Hospital Clients/ Patients,**

In the midst of the coronavirus outbreak and practicing social distancing, as Bluegrass Animal Hospital we want to give you and your furry family members the most convenient, yet safe, high quality service.

At this time, we plan to keep our normal business hours to continue serving your canine and feline companions; as this will limit the number of appointments available, sick pets will receive priority scheduling. Based on AVMA recommendations, we are delaying routine anesthetic procedures until after this pandemic is over. Given how rapidly the Covid-19 situation is changing, our hours and availability may change based on guidance from our state and federal governments; please check our Facebook page regularly for our most updated information and hours. Rest assured we're working hard to provide a very clean and sterile environment in our hospital, in adherence with CDC and World Health Organization guidelines. The following expansion of our drop-off service allows you to continue your pet's timely appointments and medical care, while practicing reasonable social distancing and minimized person-to-person contact guidelines.

### **DROP OFF APPOINTMENTS: INCREASED SAFETY FOR OUR CLIENTS AND OUR STAFF**

- Call us when you arrive in the parking lot **(865.694.8387)**.
- In order to minimize contact and potential passing of coronavirus, we will be meeting you in the parking lot to have a staff member bring your pet inside. You can drop off your pet and wait in your car during the appointment, or drop them off for later pick up, but will have minimal "face-to-face" contact with our staff.
- We invite you to wait in your car while we pull your pet's record, talking with you on the phone to get a reason for your visit and pertinent history.
- We will call you when we're ready for your pet, and will send a staff member out to bring your pet inside. Please try to keep contact with staff to a minimum when passing your pet to them – we are trying to keep both you and your pet healthy.
- We will discuss with you a specific time for you to pick up your pet in order to not have too many clients show up at the same time to pick up their pets.
- Call us when you return to the parking lot. We'll bring your pet back out to your car. If you want to just stay in your car during the exam, that's fine too!
- Simply pay over the phone with your credit card.

### **While we will be trying to minimize boarding during this time, we understand that there may be a need to board your pet.**

- We care about your health and that of your animal. If you become ill to the point you cannot comfortably care for your pet, call us to arrange treatment and safe boarding in our kennels.

- **Day boarding will still be available, but it will be limited.** Please call us when you arrive and a staff member will come to your vehicle and take your pet into Bluegrass Animal Hospital.
- You must adhere to our normal boarding guidelines and hospital policies.
- If necessary, a family member or friend also can leave your animal much like a drop-off. Again, you can pay over the phone with your credit card.

**MEDICATIONS:**

- If you're requesting refills of medications, food or other products, call us ahead of time; and we'll bring them out to your car in the parking lot.

**If any questions or concerns, please call us at 865-694-8387.**

**As a small business, we appreciate you all for entrusting us with your pet's healthcare and well-being all year round.**