

PVH CURBSIDE APPOINTMENT CHECKLIST



IS ANYONE IN MY HOULEHOLD EXPERIENCING ILLNESS SUCH AS FEVER OR RESPIRATORY ISSUES? Please let our team know immediately if you tested positive for Covid 19. If so, we request that someone healthy bring your pet.



DID I BRING MY CELLPHONE?

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.



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 please check all the screws and bolts. Mare 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 ask that you wear a mask when face to face with our staff. Sometimes 6ft of social distance is not possible when pets decide to make their own rules. We may ask that you meet us outside your car with your pet for the "hand off".



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 Customer Service Representatives will 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 can utilize your time in a way you enjoy. Please 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?

Pacific Veterinary Hospital is following State Mandated Guidelines for Covid 19. During Covid 19 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 possibly close for cleaning and contact tracing, causing the animals we care for to be without their medical team.