



COVID-19 Update: Curbside and Updated Policies - Sunday, November 15th, 2020

Dear Old York Veterinary Hospital Family,

Please take note of updates which will be implemented as of **Sunday, November 15th, 2020**.

The health and safety of our Old York Veterinary Hospital clients, patients, staff and community are our top priority. We are deeply committed to providing the excellent care our patients deserve and that you have come to expect from us. Exceptional medicine, unwavering compassion and extraordinary dedication are at the core of all that we do. As we have throughout this challenging period, we remain open and are here to serve our patients. Due to the recent changes in our surrounding communities we find it necessary to return to curb side visits to ensure we are fulfilling those standards.

All of us at Old York Veterinary Hospital thank you for your patience and understanding as we all try to do our part to help.

Below are our updates to our current policies:

Scheduling

It is imperative for the safety and well being of our staff and their families that at the time of scheduling appointments it is made known that you or someone in your household falls within one of these categories.

If you or anyone in your household are:

- 1. Exhibiting any symptoms of COVID 19**
- 2. Has been in close contact with someone who has tested positive for COVID 19**



3. Has been in close contact with someone who is waiting for results of COVID 19 testing

4. Currently waiting on COVID 19 testing results

New clients/patients must fill out a “new client/patient form” online prior to arrival of their appointment. These forms can be found at oldyorkvet.com. Should you need assistance filling out the form or have any questions please contact our staff at **(609) 379-2287**.

Curbside Service

- When you arrive, **please remain in your vehicle**
- Call **(609) 379-2287** from your vehicle to verbally check-in for your appointment. Our front doors will be locked. We will not be allowing any unauthorized persons into the hospital
- All clients and guests in the vehicle are required to wear a face mask or face covering at all times when interacting with any Old York staff members. If you, or anyone in your vehicle are unable to bring your own face mask or face covering, we will provide you with one. Please inform us that you will be requesting us to supply the face covering so that we can be best prepared to serve you immediately
- An Old York staff member will help your pet from the vehicle, place Old York Veterinary Hospital leash around their neck, if applicable, or take them in their carrier into the hospital
- **You will remain in your vehicle for the duration of the visit**
- Once the assessment is completed, a member of the Old York staff will call you to discuss your pet’s treatment options and agreed upon course of action moving forward
- When your pet is ready to be discharged, you will be given discharge instructions and asked to complete payment over the phone
- Your pet will be returned to you, along with additional items needed for their care, by an Old York staff member
- For any questions and/or concerns, please call **(609) 379-2287**

We can not thank you enough for your patience, kindness and understanding. Should you need to update the staff for any appointments that have already been scheduled as you now find yourself in one of these categories please contact Old York Veterinary Hospital as soon as possible. Our number again is **(609) 379-2287**.