



March 2020

RE: Preparing for Your Pet's Appointment

Dear Valued Client,

MedVet is committed to helping prevent the spread of Coronavirus by reducing the amount of person-to-person interaction in our hospitals through social distancing. Effective immediately, our lobbies are client-free but for end of life or other exceptional circumstances. If your pet has a non-life-threatening injury, illness, or condition, we ask that you please remain in your car. Our team will come to you.

If you are feeling ill or have been quarantined, please have someone else bring your pet in for care or pick up food and/or medication. If there are no alternative options, call our main number (773.281.7110) first so we can ensure the necessary health precautions are taken while we care for your pet.

What to Expect

Upon arrival, please call our hospital and provide the following information:

- Your pet's name
- Your name
- The name of the doctor or department your pet is seeing.

You will then be transferred to a team member in the department to discuss what comes next, including our appointment process and how we will work with you to obtain your pet's medical history, provide Care Plan recommendations, and let you know the expected wait time.

In general, when it's time for your pet's appointment, a member of our team will come to your car to retrieve your pet. Please remove and retain your pet's collar and leash - we will bring our own leash to retrieve your pet, please disinfect collars and carrier handles with alcohol (when possible) prior to pick-up. Your carrier will be left with you for safekeeping. You will also be informed of the approximate time to expect a phone call from the doctor.

A doctor will then call you to discuss your pet's condition and review a Care Plan that includes diagnostic and treatment recommendations. A member of our team will call you to discuss our findings, provide treatment recommendations, and discharge instructions. This information will also be emailed to you so you can further review the information and ask any questions you may have.

All payment will be taken over the phone and your pet will be brought back to your car. The exceptions to this process include life-threatening emergencies and end of life care (euthanasia).

Hospitalized Pets

If your pet is hospitalized, we are unable to keep items from home such as beds and toys. We will continue with our policy to not accept any medications from home unless we do not carry this medication in the hospital. Visitation is also limited to life-threatening or end of life circumstances.

Food and Medication Pick-up

When possible, we are requesting that medication refills be called into a pharmacy. We will try to

accommodate curbside pick-up of medications and food but may restrict this service according to our needs to provide care to our patients. Please call in advance to see if we can schedule food or medication pick up. We are happy to have a team member collect payment via phone and bring these items to your vehicle, so you do not have to enter our hospital.

Thank you for trusting MedVet to provide care and service. If you have questions about your pet's appointment, please call our hospital directly. Information about our actions to prevent the spread of COVID-19 are found [here](#).

Your MedVet Service Team