



CURBSIDE CHECKLIST

Thanks to COVID 19 our usual workflow and protocols are VERY different. This handy list is designed to make your experience as easy as possible.

-  **HAVE I FILLED OUT MY PET'S PATIENT HISTORY FORM?**
These forms were emailed to you when your appointment was scheduled. If you can't find them you can visit our website at <https://www.hopeamc.com/covid-19-valet-patient-form.html>. This helps our doctors know your concerns about your pet. If you like you can take a picture or video of your pet's issue to share digitally.
-  **IS ANYONE IN MY HOUSEHOLD EXPERIENCING ILLNESS SUCH AS FEVER OR RESPIRATORY ISSUES?**
Please let our team know immediately if you have tested positive for COVID 19. If so we request someone healthy bring your pet.
-  **DID I BRING MY CELLPHONE?**
Please bring your cellphone and make sure it is fully charged. This is one of the ways 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.
-  **DID I NOTE MY PARKING SPACE AND CALL THE PRACTICE WHEN I ARRIVED?**
We need to know you have arrived and where to find you. Our curbside is not like a restaurant car hop service. No roller skates for us! We are inside caring for our patients in between appointment times.
-  **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 check all the screws and bolts. Make 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. We will use our leashes as well, but we want to take every precaution. THIS IS VERY IMPORTANT!
-  **DO I HAVE MY MASK?**
We do ask that you wear your mask when face to face with our staff. Sometimes 6ft of physical 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". Feel free to take it off when we move away from your car.
-  **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 client service reps will call to 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 you can utilize your time in a way you enjoy. Please do 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?

During COVID 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 have to possibly close for cleaning and contact tracing, causing the animals we care for to be without their medical team. Keeping to curbside keeps us open and here to help. Thank you for your understanding and collaboration! Rest assured your pets are entering a building full of "animal loving fanatics" and we will do all we can to make their visit as pleasant as possible.