



In an effort to control the outbreak and protect our staff, patients, and clients we ask that you read the following updates on our appointment protocols. If you have any questions please always feel free to call the hospital at (773) 631-6727. Thank you for your understanding.

Upon arrival please call the hospital to let us know you are here. All appointments will be greeted outside the building and clients will be asked to remain in their cars for the duration of the appointment. The doctor will call you after the completed physical exam to discuss and diagnostics, treatment plans, or recommendations.

Following the doctors communications, you will be transferred to a client care coordinator to make a credit card payment over the phone. When your pets visit is complete, a staff member will bring your pet back out to you.

For drop off appointments, we will be following the same protocol as above. Before your appointment you will be emailed a drop off conformation sheet to fill out. Please complete the form, and return via email or fax. We will accept legible pictures of the form if you are not able to scan and return.

Thank you for your understanding during these times. We wish you all health over the next few weeks!

For additional information please visit

[https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Findex.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Findex.html)