

# Procedure and Policy updated due to COVID-19

As we navigate through these difficult times we continue to reevaluate our policies and procedures to keep our staff and clients safe. In order to comply with the social distancing recommendation of the Center for Disease Control (CDC) we are working to minimize the amount of foot traffic in our lobby by enforcing the following protocols:

**If you are experiencing symptoms or have been exposed to someone who has tested positive for coronavirus, please do not enter our facility.**

**If your pet requires medical attention**, one of our reception team members will escort you to an exam room upon arrival. If an exam room is not available, you will be asked to wait in your car. Your pet will be seen by the first available veterinarian and once treatment is complete, a team member will take payment for services in the exam room and then escort you and your pet through the lobby.

If you have a **boarding or grooming reservation**, we ask that you call the hospital from your car to provide check-in instructions for your pet. We will then have a team member meet you in the parking lot to retrieve your pet. All payment for services will be taken over the phone.

We will be offering curbside pick-up only for **medication and diet refills**. When you arrive, please call the hospital and we will bring your pet's medication/diet to your car. All payment for these items will be taken over the phone. If you would like refills shipped to your home, please use the home delivery service through our online store. Visit [www.animalcaresjohn.com](http://www.animalcaresjohn.com) and click on our "Shop" tab to browse items available.

Virtual visits are now available to all clients. Consultations can be provided via text and/or video chat. To utilize this service, please download the Medici app:

Google Play Store: <https://play.google.com/store/apps/details?id=com.medici>

Apple Store: <https://apps.apple.com/us/app/medici-text-your-doctors-vet/id1064907624>

**If you have any questions** about your pet's health or our updated business protocols, please do not hesitate to call us. We will try our very best to accommodate your needs over the phone.

**Our phone number is 219-627-3264.**

**Please help us in our efforts to keep our staff safe so we can continue to care for sick or injured pets.**

Sincerely,

The Doctors & Staff at Coyne Veterinary Center