

Beginning June 1: Inside and Curbside Veterinary Medicine!

Prefer to remain in your car? We can do that. Many of our clients have enjoyed the convenience and safety of curbside service. If that's you, we're happy to accommodate your preference!

Prefer to come inside? We can do that too! We've missed you and can't wait to have you inside.

- There is no need to arrive more than 10 minutes prior to your appointment time.
- Dogs must be on a leash and cats must be in a carrier.
- Call or text us at **775-683-9255** when you arrive and let us know your **inside** or **curbside** preference.
- Two clients per inside appointment.
- CDC approved and properly fitted masks to be worn at all times while inside the clinic.
- Our staff will continue to wear masks.
- Hand-sanitizer to be used by clients as they enter the clinic.
- Please remain in your car, or seated in the chairs placed outside the clinic, until you are invited inside by a staff member.
- After a staff member has ensured a room has been disinfected and is ready for use, you will be contacted via text or call, and asked to bring your pet to the front of the clinic. Please do not block the doorway. You and your pet will be escorted directly to the exam room by a staff member.
- Our waiting room is closed for inside seating.
- Clients are to stay seated inside the exam room for the duration of the appointment, due to the small size of our exam rooms.
- If additional treatment is needed for a pet, clients may be asked to wait outside or in their cars until their pet's treatment is completed. This will help us keep the flow of our appointments on time. Thank you for your understanding.
- Clients will remain in the exam room until checked out for the visit and will then be escorted outside.

The following appointments will remain curbside:

- Appointments for Surgical and Dental procedures. Please call or text to let us know you've arrived.
- Technician appointments
- Prescription Refills
- Pet food orders

If you have questions regarding your pet's health, procedures, etc., we have a special form on our website for clients to complete. This is a great way for you to ask questions and receive answers without having to call the clinic: [Current Client Info Request | Valley Veterinary Clinic \(valleyvetclinic.net\)](https://valleyvetclinic.net)

Additional notes regarding Prescription Refills:

Due to excessive record-keeping requirements from the Drug Enforcement Administration, we must have at least **24 hours notice to process prescriptions for Controlled Drugs**. We apologize for any inconvenience.

If you need a Refill, the easiest way to request one is through our website at: [Request Prescription Refill \(vitusvet.com\)](https://vitusvet.com)

If your pet has a chronic medical condition requiring ongoing medication, you may find it more convenient to order those medications via our online store. These medications, as well as orders for pet food, may be ordered via **auto-ship**, for even more convenience and free shipping:

[Valley Veterinary Clinic / Home Delivery \(securevetsource.com\)](https://securevetsource.com)









Finally, for appointment requests, please use this link from our website:
[Request Appointment \(vitusvet.com\)](https://vitusvet.com)



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.

PLEASE DO NOT PARK IN FRONT OF THE LAUNDROMAT...

-  **HAVE I FILLED OUT MY PET'S PATIENT HISTORY FORM?**
These forms were emailed or texted to you when your appointment was scheduled. If you can't find them, you can visit our website at www.valleyvetclinic.net and download them. This form helps us know your concerns about your pet.
-  **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 the ONLY way 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 TEXT THE PRACTICE WHEN I ARRIVED?**
We need to know you have arrived, where you have parked, the make and color of your vehicle and which pet you have with you.
-  **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. **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 or via tablet. 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.