



Wood Hill
Veterinary Clinic

We are excited to share that, effective Monday June 28th, we will be welcoming our clients and their pets back into the building.

We will have modified reopening procedures so that we can continue to keep both our clients and staff safe while providing quality care to your pet(s). Please take the time to read about our changes and know what to expect in the coming months.

What you need to know:

- If you are feeling ill or have COVID symptoms, please stay home.
- Masks will be required regardless of your COVID vaccination status.
 - The lobby/reception area will remain closed for waiting.
- When you arrive, please call from the parking lot for further instructions.
 - 1 person per appointment will be allowed in the exam room.
 - Curbside appointments will still be offered, if preferred.

Technician appointments – we will continue to follow curbside protocols. Call to get checked in and a technician will meet you at your car to get your pet and bring him/her into the hospital for treatment. A technician will return your pet at the conclusion of the appointment.

Doctor's appointments – when an exam room is available, a technician will direct you and your pet directly to the exam room. **Please wear a mask...** Only **one** individual will be allowed in the building/exam room with your pet. If you have children with you, we will follow curbside protocol as we are unable to social distance in exam rooms.

Medicine & food pick-up – we will continue to follow curbside protocols. Please call ahead to order medicine and/or food.

Thank you for your understanding and continued patience during these transitions. We strive to remain open for your pet's medical care. We also look forward to the hospital returning to a pre-COVID normal. We will be taking steps in that direction, but must implement safety guidelines to do so. We know you will have many questions, so we try to answer them below:

Why do I have to wear a mask if I am vaccinated? We are very aware of the CDC guidelines recently released. However, we cannot assure that all of our clients entering the building are fully vaccinated. If our staff members become ill, we must reduce appointments and refer you elsewhere. Having you wear a mask protects us as we cannot socially distance in our smaller exam rooms.

Why must I wait in the parking lot and not in your lobby? This is a safety measure put in place to reduce the number of people in the building at any one time. With the volume of patients we see, parking lot waiting is required to continue to maintain social distancing. Please leave your AC running to keep you pets cool on hot days.

Why can't I bring my whole family to the appointment? This is a safety measure put in place because we cannot socially distance in our smaller exam rooms.

Sincerely,

The Doctors and Staff at Wood Hill Veterinary Clinic

Wood Hill Veterinary Clinic

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