

Procedure and Policy due to COVID-19 - Updated 3/20/20

As we navigate through these difficult times we continue to reevaluate our policies and procedures to keep our staff and clients safe.

If you are experiencing symptoms or have been exposed to someone who has tested positive for coronavirus, please self quarantine and ask another family member to bring your pet to our facility.

As of March 21, 2020, we will be seeing patients **curbside only** and will not be allowing any clients into our facility to further protect our staff and clients.

If your pet requires medical attention, we ask that you call the hospital from your car and we will provide check-in instructions over the phone. A team member will meet you at your car and bring your pet inside for one of our doctors to examine. Please have your phone on you so that a doctor can call you and discuss treatment recommendations over the phone. All payment for services will be taken over the phone.

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.portagevet.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.medicivet>

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 219-763-3311.

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