

## WHAT YOU CAN EXPECT: Small Animal Curbside Check-In Service



### 1 CHECK-IN

- Please call **(515) 294-4900, press 3**, when you arrive. Please give us your license plate number or make of vehicle so we can identify you.
- You may take your pet for a walk, unless a urine sample is required, but please return to your vehicle so we can locate you.
- A highly trained member of our hospital staff will come out to greet you and bring your pet into the hospital. Dogs must be on leashes; cats in carriers. Ongoing communication will be by telephone. Please provide us with a contact number.
- After the staff has taken your pet inside, please leave the circle drive and park in client parking. We will call you to take a medical history.
- Our doctor will examine your pet, and call you to discuss findings and next steps.

### 2

### HOSPITALIZATION

- An estimate of costs will be provided, if your pet needs to be hospitalized. Our policy is to collect 50 percent of the high end of the estimate as a deposit. We accept credit/debit cards, CareCredit, check or cash.
- Our staff will regularly update you by telephone during your pet's hospitalization.
- To keep you and our staff safe during the pandemic, we cannot allow visitation.

### DISCHARGE

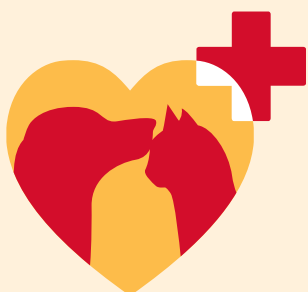
- When your pet is ready to be discharged, we will call you with specific instructions and a window of time when you can pick up your pet.
- Before you arrive, please call **(515) 294-4900, press 3**, to pay your bill or have check or cash ready when you arrive.



### 3

### PICK UP

- Please call **(515) 294-4900, press 3**, to notify us when you have arrived and provide your license plate number and/or make of vehicle.



### END OF LIFE

- Owners and immediate family will be allowed into the hospital to spend time before, during and after the euthanasia. **Anyone entering the hospital must have a face covering on at all times.** Bill payment can be made via telephone before our staff brings you to an exam room where you may stay for as long as you need with your pet.
- For safety reasons, please remain in the exam room until you are ready to leave. Please **use the remote doorbell in the exam room** to notify staff when you are ready to leave.