

WHAT YOU CAN EXPECT: Large Animal Curbside Check-In Service



1 CHECK-IN

- Please call **(515) 294-1500**, when you arrive. Please give us your license plate number or make of vehicle so we can identify you.
- **Equine clients:** please unload your horse(s) and wait by your trailer. A highly trained member of our hospital staff will come out to greet you and walk your horse(s) into the hospital. To make it safer for everyone, we ask that you wear a face mask while interacting with the staff member.
- **Production animal clients:** you will be asked to wait in line to unload your animal(s) in the receiving tub. Back up to the chute entrance when clear, a highly trained member of our hospital staff will be there to greet you and help you unload. To make it safer for everyone, we ask that you wear a face mask while interacting with the staff member.
- Ongoing communication will be by telephone. Please provide us with a contact number.
- We will call you to take a medical history. Our doctor will examine your pet, and call you to discuss findings and next steps.

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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) 294-1500**, to pay your bill or have check or cash ready when you arrive.
- Discharge instructions regarding care of the animal and necessary medications will be given to the owner when the animal is returned to the owner.
- If you have any questions at the time of discharge, you can call the clinic and discuss them with the doctor on the case. The staff member returning the animal may not be able to discuss medical topics.



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PICK UP

- Please call **(515) 294-1500**, to notify us when you have arrived and provide your license plate number and/or make of vehicle.

