

## What you can do

We are open and hopefully will remain so, as long as our staff remains healthy. We feel strongly that it is our obligation and calling to continue to care for our pet family members (and their human companions), even during this national health crisis. However, in this time of a rising pandemic we must honor our community's needs, by adjusting some of our services and the way we provide them. We have put some protocols in place that are vital to preserving your health and ours. What we are asking you to do is help us do what we must do to comply with the governor's orders, by reading and following the directions listed below, as well as the signs posted on our entrance doors. PLEASE respect these requests so we may continue to serve you and your pet family.

### \*Curbside appointments

When you arrive for your appointment, do not enter the building. Please call us at (812)273-6668 to let us know that you have arrived. A technician will be out to take a medical history and collect your pet. Please ensure that your dog is secured well on a leash (i.e. the collar should not slip off over the head) & your cat is in a carrier. After your appointment time, your pet will be returned to you and the doctor will discuss their findings. Payment will be made over the phone.

### \*Telemedicine appointments

We are also offering Telemedicine appointments for recurring issues and concerns that could possibly be handled over the phone. You will need to call and schedule an appointment time for the doctor to call you. There is a fee of \$38.00 for this service. If the issue does not resolve, an in-clinic recheck will need to be made. This is for our clients that already have an established doctor-patient relationship; unfortunately we are not able to offer this service for new patients.

### \*Medication & food pick up

Fortunately, we have a well-stocked inventory at this time. Please give us a 24 hour notice for all medication refills and to double check that your pet's particular diet is available. All refills of medications and food should be called in ahead. If you have prepaid over the phone, we will then have those items ready and waiting for you, with your name on it at the end of the counter. When your order is ready please enter the building using the west door by the ramp. The other clinic door (that enters into our main lobby) will be locked. If you have not prepaid by card or you prefer to pay by cash or check, please call us to receive instructions about what to do next. *Please do not enter the building without prior authorization.*

\* And finally, if you are not feeling well, please avoid visiting our practice. Instead, please ask a healthy relative or friend to bring your pet, or to pick up any items that you need. The ability of our clinic to remain open is contingent upon our staff staying

healthy. Stay well-keep your social distance and be diligent about cleanliness....we are all in this together and together we will get through this.

Doctors and staff of Waltz Animal Clinic

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