

# Lee's Hill Pet Hospital

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## **\*\* COVID-19 Client Protocol \*\***

Our priority is the safety of our clients and staff. To continue serving you and keeping with State mandates and CDC guidelines, we have made the following changes to our client protocol. These changes will be in effect until further notice.

**1** - We request that any clients showing signs of illness that can be associated with COVID-19 remain at home and not bring their pet to our office. If your pet needs emergency care, please have a proxy who is not ill bring your pet to an emergency clinic. Some local clinics are:

VVC Fredericksburg at 1301 Central Park Blvd, Fredericksburg, VA 22401; 540-372-3470

Woodbridge Animal Hospital at 2703 Caton Hill Rd, Woodbridge, VA 22192; 703-897-5665

Dogwood Vet ER at 5918 W Broad St, Richmond, VA 23230; 804-716-4700

**2** - Our doors will remain locked during business hours to control traffic. We are only allowing **ONE** person per scheduled doctor's appointment to enter the building and he or she **MUST wear a mask** prior to entry and for the duration of the visit.

**3** - If you are unable to wear a mask or if it is impossible for only one person to attend the visit, we are happy to serve you curbside. The technician will meet you at your car, bring only your pet inside and then communicate with you via phone.

**4** - All technician appointments, post-operative rechecks, drop off appointments, patient pick-ups, medication or food pick-ups, and any other service that is not a scheduled doctor's appointment, will be handled curbside. We will collect payment for services before the technician comes out to your vehicle, so please be prepared.

**5** - Our lobby, reception area, and restroom are closed to clients at this time. You can choose to remain in the exam room for the duration of the appointment or you may wait in your car. To reduce contact, staff members will escort you in and out of the building. **Please do not unlock the doors and let yourself in and out.**

**6** - We will handle all payments in the exam room or over the phone. To reduce contact, we prefer card payment. If you are paying in cash, please try to use exact change. **Please bring your form of payment with you if you are entering the building.**

**7** - We are usually running on time but we are never running early, so please just arrive at your scheduled appointment time. If you arrive sooner, we cannot guarantee we will be able to see you early and you may experience a long wait in your car. Always allow at least 40 minutes for your appointment. If your car's AC is not working, please let us know ahead of your appointment and we will make arrangements bring your pet inside when you arrive.

**8** - We are booked for several days out and, unfortunately, we have had to turn away sick pets. To encourage our clients to keep their appointments or give enough notice to offer the appointment to another sick pet, we are strictly enforcing our no-show policy: to avoid a fee, we ask for at least 12 hours notice to cancel or reschedule your appointment. Also, if you are over 15 minutes late, your appointment may be rescheduled and you will be charged a fee.

**9** - When you arrive please **STAY** in your vehicle and call our office at 540-710-7111. We will check you in over the phone (be sure to bring your phone!) and be prepared to tell us the **COLOR, MAKE, and MODEL** of your car (i.e. Black Honda Civic). We ask for specifics because sometimes there are multiple white vans or blue cars.

**10** - We are still seeing patients for vaccine appointments, but have limited availability. We encourage you to schedule necessary boosters well in advance.

11 - We understand these are stressful times for everyone; however, we need to maintain a respectful and courteous client-patient-doctor relationship. If you choose to treat a doctor or staff member unkindly or if you refuse to respect these policies and the safety of our staff, we will suggest that you seek veterinary care elsewhere.

Thank you for your patience and understanding. Please let us know if you have any questions. By signing below you acknowledge that you have read and understand the above policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

Would you like a copy? Accept

Decline