

COVID-19 PROTOCOL

Jason-Little Road Animal Clinic is an essential service provider. Our staff is committed to helping prevent the spread of COVID-19 by reducing person-to-person interaction in our clinic through social distancing. Our lobby is currently client free. Exceptional circumstances will be considered, such as end of life procedures, on a case by case basis.

****If you are feeling ill or have been quarantined, please have someone else bring your pet in for care or to pick up prescriptions, prescription foods, preventatives. If there are no options available, call ahead so that we may take the necessary health precautions to protect our staff while we care for your pet.**

Our current hours: **Monday through Friday 8 a.m. to 5 p.m. and Saturday 8 a.m. to 12:00 p.m.**
Appointments available for sick, injured, Rabies vaccination (State required), limited essential surgical procedures, puppy/kitten care, treatment only available in clinic. Curbside pick up for prescriptions, food, preventatives.

PROCEDURES:

Upon arrival, please call from your vehicle and provide the following information:

- Your name
- Your pet's name
- State whether you are here for an appointment or pick up for prescription, food, or preventatives.

Our staff member will discuss what comes next, including our appointment process and how we will work with you to obtain your pet's medical history.

When it's time for your pet's appointment, a member of our team will come to your car to retrieve your pet. Please leave collar and leash on dogs and have cats ready in a carrier. Expect a call from our veterinarian.

Your pet's doctor will call you to discuss your pet's condition and review a care plan that includes diagnostic and treatment needs. After diagnostics are done, you will be called with diagnosis, medications, and at home care instructions.

All payment will be taken over the phone (no cash accepted at this time). Your pet will be brought back to you CURBSIDE.

The exception to this process would be end of life care (euthanasia) on a case by case basis.

Food and Medication Pick-up

CURBSIDE pick-up of medications, food, and preventatives: please call in advance so that we may have your items prepared and payment taken. This way, you call upon arrival to our clinic, remain in your vehicle, and one of our staff will bring the item(s) to you.

AND, PLEASE FEEL FREE TO CALL WITH ANY CONCERN YOU MAY HAVE REGARDING YOUR PET. WE ARE HERE FOR YOU!