



## **Exam Protocols for Your Upcoming Appointment**

As we continue to adapt to the changes necessary for everyone's safety during the current health crisis, we've created a process that allows us to serve the needs of our clients and patients during this time.

Please call to inform us if you have recently travelled internationally, have experienced symptoms of cough, fever, or respiratory illness, or have had known contact with a person suspected to have COVID-19.

**Please expect frequent communication throughout the visit. We request that you stay available by phone and close to the clinic, so that we can avoid stress to your pet by quickly returning them to you.**

- Please arrive and park by your scheduled appointment time. Remain in your car and call the office at 503-280-2000.
- A technician will talk with you and get more information about your pet's visit (as they previously did when taking you to an exam room). Please be prepared to confirm your pet's diet and medications (it can be helpful to write those items down ahead of time) and the reasons for the visit.
- If you need any refills, please tell the technician at this time.
- The technician will review the information with the doctor and the doctor may call to discuss some details further.
- When asked, please bring your pet into the office. We will be consciously keeping numbers of clients in the waiting area to a minimum. Your technician will meet you upon entering and take your pet into the treatment area. In some cases, dogs may be more comfortable if walked to the scale (depending on your comfort level as well).
- We ask that you choose to wait either in the waiting area (if ample space available between people) or return to your car if you prefer.
- The doctor will call as soon as their exam or treatment is finished to discuss results or plan with you. You may want to be prepared to take notes during this conversation.
- Once finished, we can collect payment by credit card over the phone, or we can accept check/cash/credit at the front desk when you step back in to pick up your pet.

If you have specific requests or need special assistance, please call and discuss them with us. We will continue to adapt to the changing needs and strive to find sustainable ways to keep our pets cared for.