

Barrett Station Veterinary Clinic Update

Effective August 1, 2020 we will be returning to Curbside and Drop off appointments only! Employees ONLY will be allowed to enter the building. This is a result of the order by St. Louis County limiting the occupancy of businesses. We much prefer to have you here in the building with us but we must abide by the rules to remain open and able to serve our patients.

We realize not being with your pets is stressful for you and we want to assure you that our team is doing all they can to make the visits to BSVC as comfortable as possible for everyone. We ask for patience with our entire team from making appointments, to visits to check outs. We are continually striving to improve our systems each time we are given new or changed mandates by the county. This is something that takes time and continually evolves. Please allocate extra time for visits, calls, and product refills. We have added team members, increased online communications, curbside and online check out, and constantly re-evaluate. Our goal is to be here for you and your pets! We ask for patience and kindness to everyone! If you have an urgent need please communicate that to us so that we may best assist you.

To best understand what to expect when you visit us please read the following:

What does Curbside Concierge mean for my visit? Here's the details!

- 1. Curbside Appointment-** You will make appointments as usual via call or online. If your pet needs a next day or same day appointment due to illness or injury you must call! We are allowing additional time for both communication and sanitation purposes. Prior to appointment (24-48 hours preferred), please complete this online form to help us streamline your visit : <https://www.barrettstationvet.com/curbside-drop-off-form/>. Upon arrival you will call and advise us what parking spot number you are in and confirm the number we can reach you back at. A team member will guide you through the visit. A technician will come retrieve your pet for its exam with the doctor while you wait in your vehicle. We will communicate over phone about your pet. Please be available to take the call from the doctor or technician and if you need to leave or will be unavailable notify us. Once your pet's visit is complete, we will can process payment one of three ways - curbside, send invoice for online payment or take a phone payment. We ask that you be sure your pet has a secure leash and collar or is in a carrier. Please exit your vehicle with your pet to transfer to our team. Due to safety for our team they are unable to remove patients from vehicles.
- 2. Drop Off** - if you would prefer not to wait you may arrange to drop your pet off. This service is also offered for sick pets when we have do not have an appointment available so we may treat your pet same day or next day. This allows us the opportunity to evaluate, perform diagnostics and monitor pets not feeling well. . Please be available for us to reach you regarding your pet while they are here. We ask that you verify all contact numbers at time of admission. Please complete this form prior to drop off: <https://www.barrettstationvet.com/curbside-drop-off-form/>
- 3. Surgery** - at this time we are providing surgical care as normal. Please complete this electronic consent form prior to surgery day; <https://www.barrettstationvet.com/treatment-consent-form/> . All boxes must be completed even if N/A. surgical Admissions are between 7:30 and 8:00a. Call upon arrival and a team member will meet you for admission. If your pet is having a growth removed please mark the area (marker, nail polish, clip hair) and review location with technician. We will call you post-op as normal and explain the discharge process.
- 4. Medication Pick Up/Specimen Drop Off** - For medication refills we ask for advance notice via pet portal,

email (lab@barrettstationvet.com) or call. We will contact you via text or email that your items are ready and you will call upon arrival at hospital. Please give 24-48 hours on refills. If you need a prescription by a certain time or urgently please alert our team so we can try to accommodate the request. Payment will be made curbside, online or over the phone either in advance or upon arrival. A team member will then bring the items to your vehicle or collect your specimen if one is being brought in. If you would like home delivery please check out our online store. <https://barrettstationvet.vetsfirstchoice.com/> As with many home delivery items please allow extra time for deliveries. This service has been experiencing delays due to the volumes of families needing home delivery.

5. End of life services - Should the time come that you need end of life services, we are committed to providing you with the same compassionate care as always. We are limiting it to one family member to be present with your pet. A mask covering nose and mouth must be worn at all times in the building. You are welcome to have more people present here but only one may enter the building. Please alert us if any health concerns with you or your family.

During this time we would like to ask you to consider the following:

- 1. Please be patient with our team!** They have been working hard to adapt and learn new policies and protocols that have been changing rapidly and may continue to do so. Our entire team is truly dedicated to staying healthy so that we can continue to provide care for your pets. We may experience staff shortages resulting in longer phone and in person wait times but we are doing our best to prevent that.
2. Utilize our online resources! Our phone lines will be essential for communications with you when your pet is here for a visit or surgery. Our website will be updated as needed, your pet portal allows for appointments, refills, and access to some of your pet's medical history. Email- Medication refills use lab@barrettstationvet.com. General information or needs - receptionist@barrettstationvet.com
3. If you are symptomatic, diagnosed with, on quarantine for COVID-19 or exposed to someone in that category - **NOTIFY US PRIOR TO APPOINTMENT!** If your pet needs care we will provide it but this way our team can take additional safety precautions to avoid exposure.
4. If you have special needs or circumstances then please let us know and we will do the best we can to accommodate you.
5. Online forms and Online Bill pay are available on our website at <https://www.barrettstationvet.com/> under the forms drop down. These are a great communication tool for us and allow for contactless consent and payment. We have also added a curbside payment option.

We have modified our business hours on Wednesday's - Office hours are now as follows:
Monday, Wednesday, Thursday 8a-8p Tuesday 8a-6p Friday 8a-5p and Saturday 9a-3p.

Again, our goal is to remain OPEN! This is a time of uncertainty for all of us and we are dedicated to caring for the worries you have about your pet. We will modify our protocols and procedures as we feel is indicated and ask for patience during those times as well. We all have seen how this rapidly changes and we are doing the best we can to convey information and institute changes as timely as possible. We appreciate the outpouring of support we have received and the kind words! Our BSVC family of employees, clients and patients are exceptional and we are proud to all come together in this difficult time in our world.

Thank you, Stay Healthy and Stay Safe,

The entire team at Barrett Station Veterinary Clinic