



COVID-19 CURBSIDE/CLOSED-DOOR PROTOCOL

Our hospital is open for regular service. CLIENTS ARE NOT ALLOWED IN THE OFFICE DURING THE COVID19 PANDEMIC. OUR CURRENT HOURS ARE:

MONDAY - FRIDAY: 8 a.m. – 2 P.M., BY APPOINTMENT ONLY.

PLEASE CALL **905-830-0437** BEFORE COMING TO OUR OFFICE. All communications will be done over the phone or by Telemedicine/at the doctor's discretion. This will include, but is not limited to:

- Triaging patients, discussions with staff and veterinarians.
- Any requests for ordering pharmaceuticals and diets, nutritional and pet health care products etc.

Steps to follow:

1. When you arrive, please drive up in front of the office. **PLEASE REMAIN IN YOUR VEHICLE**, call 905 830-0437.
2. After calling, we will check you in from outside the hospital.
3. One of our staff members will bring your pet inside from your car.
 - Please note that personal collars and leashes will be left with you and we will bring our own leashes to retrieve your pets. Cats may stay in their cages, which we will sanitize upon retrieval.
4. The attending Veterinarian will call you to go over history and exam findings, recommendations etc., while you wait in your vehicle.
5. If you are needing to pick up medication and/or food, please call in advance and when you arrive, one of our staff members will bring your products out to you.

All payments will be done over the phone by credit card only(or for debit, we have a mobile POS terminal).

Thank you and wishing you and your families good health and safety;

The Staff of North Yonge Veterinary Hospital

Tel: 905 830-0437

Email: info@northyongevet.com