



COVID-19 Procedures Notice

OUR PHONE - (618) 222-9860

Wifi:
Best Friends Guest
Password: BestFriends

Due to the recent coronavirus pandemic, we have taken into consideration the recommendations of the CDC & WHO, in addition to our professional organizations & we have put into place some new protocols. In order to protect our employees, and our clients, AS OF 3/23/20 WE ARE ONLY ABLE TO PROVIDE CURBSIDE SERVICE. Only our employees & patients will be able to enter the building. Although we have been able to maintain our normal business hours, we do have slightly reduced doctor hours to decrease the total number of employees in the building at any given time. We have started offering wellness care again, with some limitations, and will do our best to accommodate your needs. We apologize for any inconvenience & are very appreciative of your patience & cooperation! Please be sure to fill out the information on the bottom of this page. Online forms can be found on our website at: www.bestfriendsahpr.com/online-forms

WHEN YOU ARRIVE TO THE CLINIC, PLEASE REMAIN IN YOUR CAR & CALL US AT 618-222-9860. We will then proceed in the following manner depending on the type of appointment you have.

Regularly Scheduled Appointments: If you haven't already filled out any forms online, we will bring you the forms to fill out. We will then come & get your pet when we have an open & sanitized exam room. If you would like to join the doctor for the exam, please let one of our customer care reps know. We will email you a link and on your mobile phone or desktop you can follow it to the video chat platform (Google Meet). If you haven't already downloaded Google Meet, you will be prompted to do so. You do not have to have a Gmail account, but you will need an email account from any provider. If you do not receive the link, please check your spam folder.

Please let us know how you prefer to pay on the form below. Once your pet's exam is over, any procedures done, medications drawn up & payment taken, we will return your pet to your car.

Drop Off Appointments & Surgeries: If you haven't filled out any forms online, we will bring the appropriate forms to your car so that you can fill these out. We will go over an estimate with you if your pet is having surgery. A nurse will look over the forms, ask any additional questions & take your pet so that you can leave him/her with us. Once the doctor has examined your pet, he/she will call you with exam findings & recommendations. If your pet had surgery, the doctor will call after the procedure. Together we'll decide on a pickup time and if you prefer to pay over the phone, we can transfer you to a customer care rep. When you return to pick your pet up, please call from the car & we can bring your pet to you, along with any medication we're sending home.

Please fill out the information below:

Appt Date: _____ Owner's Name: _____ Phone #: _____

Pet's Name: _____ Description: _____
Species (ie dog, cat, rabbit) Color

Have you or anyone in your household had a fever, cough or other respiratory signs in the last 2 weeks? YES* / NO / UNSURE

What is the make & model of your car? _____ Color _____

If your pet is here for a regularly scheduled appointment, do you prefer the doctor calls you after the exam, or do you prefer to video chat while the exam is happening? Phone / Video Chat

How do you prefer to pay today? Phone / Square reader brought to car *