



## **COVID-19 (CORONAVIRUS 2019)**

**Updated 3/17/2022**

Wow--- 2 years into the pandemic and we are attempting to get back to a new 'normal'!! It is also amazing to think that just under a year ago we attempted this same transition, with more complicated results. However, we feel that it is time again to try and to have our LMVC family back in the clinic, live and in person. Like last year, we will begin this process in phases, both to help the LMVC staff and your family ease into the new 'normal'. We will transition to our curbside lite policy as we did last summer; furthermore, we are all hopeful that after a few weeks we can continue this process further. **If you prefer full curbside just let us know!! Stay masked if you wish!! We want EVERYONE to feel as comfortable as possible!!**

- **With curbside lite, we will be allowing the option for all sick patient exams and new patient exams to be in-person within the hospital.** When you arrive, please call us at 602-993-1660. After obtaining pertinent information outside, we will take you directly from your car into the exam room to meet the Doctor when the room is ready. We will also check you out in the exam room to limit people in our small lobby.
- **If you or your pet prefer full curbside just let us know!!** For full curbside please call 602-993-1660 when you arrive. We will then come to your car, discuss pertinent information, and bring your loved one inside while you lounge in your car. When you are finished speaking with the Doctor, we will bring your pet back to your car. The receptionist will also be able to take your payment outside.
- Please be sure you always have a leash secured on your pet. No retractable leashes please! For full curbside service, we will come to your car and give you another leash to place on your friend. **DO NOT OPEN YOUR DOOR UNTIL OUR LEASH IS SECURED!** We will then bring your loved one inside. Much thanks.
- **ANY food and medicine pick-ups will still be 100% curbside. For now, recheck and brief appointments will also remain curbside.** Please call BEFORE you arrive at the hospital. We will continue our curbside service to bring food and medicines to you while you wait in your car, and we will take payments over the phone or curbside. Call 602-993-1660 as you are arriving.
- **All grooming will still be 100% curbside.**
- Per recent CDC regulations, **masks will be optional.** Please be understanding to all around you and their personal choices.
- If you are sick for any reason, please do not come to your appointment. Please call us and we will help reschedule!!
- **PLEASE PARDON THE DUST** as we are currently in the midst of a modest clinic remodel. Phase one, the new grooming salon, should be open soon!!!
- Please remember the receptionists and technical staff are NOT the policy makers. Do not take your ire out on them. We would NEVER want to have any family leave LMVC for any reason! However, please let us know when making your appointment and BEFORE YOU ARRIVE, that you disagree with LMVC policy, and the staff will help you find another clinic that may have a current COVID policy that suits your family better. Let us understand that respect is a mutually beneficial attribute. Please remember: We are YOUR non-corporate, family Veterinary hospital, and as always, **WE ARE HERE FOR YOU AND YOUR FOUR-LEGGED FAMILY!!!**