



CURBSIDE CHECK-IN DURING COVID-19

WHY CAN'T I COME IN WITH MY PET?

We understand that you would like to be with your pet in the examination room.

We enjoy having you there too. It is much easier for us to speak to you directly about your pet's health and your concerns. However, at this time we are required to follow guidelines issued by Kentucky:

"Curbside intake and pickup of animals should be used, wherever practical, to minimize the number of clients in waiting areas and exam rooms."

We are committed to complying with the Kentucky state safety guidelines during the COVID-19 crisis to protect our clients' health and safety. This also helps protect our staff and doctors so we can be here for your pet's healthcare needs.

Why does Kentucky have such restrictive guidelines for animal hospitals?

Veterinarians are essential workers in maintaining animal health, and therefore must take greater precautions to protect themselves and their staff. The Kentucky state government has put detailed guidelines in place for all businesses, not just veterinarians. For example, medical facilities are required to screen patients prior to admitting them into the facility.

Are these still necessary? Restrictions are lifted on other things.

As of this date, restrictions such as curbside check-in have helped reduce the numbers of people diagnosed in Kentucky. At the same time, we have seen infections rise dramatically in other states which had fewer restrictions. While restrictions have been lifted in other parts of the economy, we don't expect to see changes on our safety measures, such as curbside check-in, which have proven to be effective in the control of COVID-19 spread.

Let's work together!

We understand the curbside check-in is inconvenient for you and it is also harder on our staff. We miss seeing you. Our doctors and staff want to reassure you that we are committed to make your pet's visits as easy as possible during this unusual time.

