



Your well-being and safety are important to us here at Brown Veterinary Hospital. We are not trying to add to the fear and appreciate your cooperation and understanding of the following necessary and temporary changes. At this time, we are not making any changes to our appointment schedule and will continue to provide customer services and patient care. These changes will stay in affect through April 7, 2020.

For all appointments:

1. We ask you to remain in your vehicle and call us upon arrival at (812) 645-0715.
2. A member of our team will come out and get all of the information about your pet and accompany them into the hospital to be seen by one of our DVM's. (Note: Our staff cannot get into your vehicle to obtain your pet.) We will come back out as needed to discuss estimates, treatment plans, etc.
3. We will then call you to get your payment information.
4. Our staff members will bring back your pet, medical note, receipt, and medications/products back out to you at your vehicle. This will help us limit the exposure for our clients as well as our staff.

In addition:

- If you are checking a pet into the hospital, we ask that you call first. We will have clients coming in to fill out paperwork and leave their pet at appropriate times to restrict exposure to others. When you come back to pick your pet up, we ask again that you call us first. We will have clients come in at appropriate times to restrict exposure to others while they get discharge instructions, medications, and their pets.
- If you are needing to pick up a prescription, product, or diet, we ask that you call us at (812) 645-0715. We will collect your payment over the phone, then we will bring your belongings as well as your receipt to your vehicle.

Please reschedule your appointment if the following applies:

- If you or someone in your family are ill with flu-like symptoms, have a fever, cough, or shortness of breath.