

August 23, 2020



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.

We are following protocol for all appointments:

- Please help us minimize the number of people in our office. Only 1 parent or guardian should accompany the patient and will be required to wear a mask while in the building. Our staff will also be required to have a mask on at all times. Refrain from bringing friends, siblings and other family members to the appointments.
- Please remain in your vehicle and call us upon arrival. A member of our team will come out and let you know when we are ready for you. This will help us limit the number of those waiting in our reception area.
- Every client will have their temperature checked upon entering the building. If your temperature is over 100.3 you will be asked to reschedule your appointment or wait in your car while your pet is seeing the doctor.
- All technician appointments such as nail trims, lab work, anal gland expressions, etc will remain in their vehicle due to these patients not going into a room and not seeing the doctor.
- If you are checking a patient into the hospital, we ask that you call or text us upon arrival and we will have clients come into the hospital at appropriate times to restrict exposure to others to fill out paperwork and leave your pet.
- When you come back to pick up your pet, we ask that you call or text us and again we will have clients come in at appropriate times to restrict exposure to others to get discharge instructions, medications, and their pets.
- If you are needing to pick up a prescription, product, or diet we ask that you call or text us when you arrive, we will collect payment with you over the phone and bring out your belongings as well as your receipt to you at your vehicle.
- Please reschedule your appointment if you or someone in your family are ill with flu-like symptoms, have a fever, cough or shortness of breath.
- Starting in September we will begin accepting new clients. Please understand we will have limited availability and it may take several weeks before an appointment is available.

We appreciate your understanding and patience as we navigate through this difficult time. If you have a medical emergency please call us at [812-645-0715](tel:812-645-0715) and we will do our best to get you in. If it is after hours please call Airport Animal Emergi-Center at [317-248-0832](tel:317-248-0832).