

timberlane

A N I M A L H O S P I T A L

Timberlane Animal Hospital Clients,

Due to the increasing concern of COVID-19 our clinic has increased our sanitation protocol. We are consistently cleaning and wiping down commonly touched surfaces including door handles and counters. We encourage our clients to refer to the CDC and WHO websites for important updates about this epidemic. We are committed to offering a safe and healthy environment for our clients and hospital team. To do this we are implementing the following procedures at Timberlane Animal Hospital.

For in clinic visits and appointments:

It is essential that anyone displaying symptoms of COVID-19 (fever , cough, or shortness of breath) or who have traveled internationally in the past 14 days or to an area in the United States with high incidence of COVID-19 to **stay home and call ahead to discuss arrangements**. We have plans in place to help ensure your pet receives the care it needs.

If an animal is brought to the clinic for an appointment or a drop off **please call our clinic number (850-893-3112) from the parking lot** and alert staff that you have arrived and we will give you instructions. A staff member will come out to get your pet or will direct you to an exam room.

For Medication needs:

Due to the number of medication refill request we are receiving, please call ahead. When you arrive, please call our clinic phone number (850-893-3112). We will take payments over the phone and bring your prescription to your car.

For pet drop off and boarding:

Please be mindful to clean all carriers, leashes, and collars as carefully as possible before arrival with an alcohol-based solution. Limit the amount of personal items dropped off with the animal(s) as well if boarding. **Please call our clinic number (850-893-3112) from the parking lot** and alert staff that you have arrived and we will give you instructions.

We appreciate your patience during this time and please do not hesitate to call us with any questions. We are here for you, your pets, and the community in which we serve. Please be respectful during this time as many people are concerned and scared.

Thank you for being a part of the Timberlane Animal Hospital Family.

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