

Animal Clinic of East Avenue Curb-side Drive-up Protocol

*In our continued commitment to provide the best possible medical care for your pet, we need to ensure the health and safety of our staff, so as to maintain our operational ability to serve your animal health needs through the COVID-19 crisis. As such we are implementing some temporary protocols to adhere to CDC guidelines and minimize exposure for both yourself and our staff. We appreciate your understanding and ask your cooperation in implementing a **No Entry Policy** to the Animal Clinic of East Avenue: Only our staff are permitted entry to the facility.*

Please follow these easy procedures to help us help your pets during this heightened public safety period.

Upon your arrival at The Animal Clinic of East Avenue

- **Please remain in your car**
- **Phone our front desk at (585) 637-8700**
- **This will prompt our staff to come out to your car and attend to your veterinary needs.**

If you are here for medications or food:

- **We will take your payment over the phone**
- **Our staff will meet you at the front door with the medications or food.**

If you are here for your pet's appointment with a doctor

- **Our technician will triage your pet's case history from you over the phone**
- **Please remove your pet from the car**
- **A staff member will come receive your pet and escort them inside for their evaluation and treatment.**
- **Please have their leash or carrier readily available**
- **A doctor will call your phone to walk through the examination with you and, share diagnosis and make treatment decisions with you for your pet.**

If you are here to pickup your pet following treatments:

- **Please call us from your car**
- **We will take payment over the phone**
- **we will provide clear at home care instructions**
- **and a staff member will bring the patient to the car**

*Alternatively, we can schedule an appointment for a **Telemedicine Appointments** with one of our doctors (\$30) for evaluation, prescription care and potentially triage situations that are necessary for evaluation(s).*

We apologize for any inconvenience this may cause you. We hope to be back to normal function as soon as deemed possible. Be Safe and Stay Healthy

*Kindest Regards,
Dr. Carolyn Orr, VMD*

Please call (585) 637-8700 with any questions or concerns. Thank you for your help in these trying times