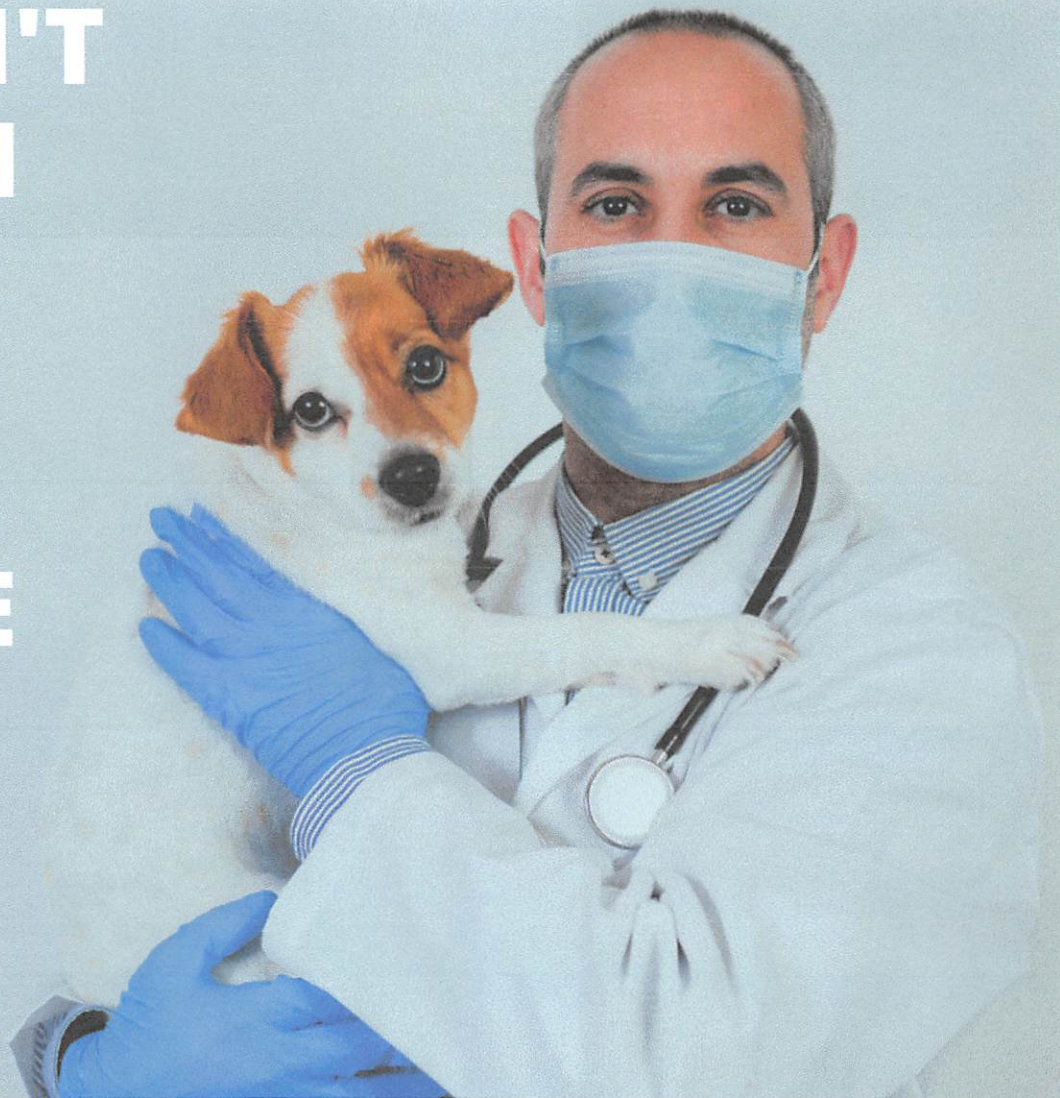


# WHY CAN'T I COME IN WITH MY PET?

## CURBSIDE CHECK-IN DURING COVID-19



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

We enjoy having you there too.

It's much easier for us to talk to you directly about your pet's health.

However right now we are required to follow guidelines issued by New York State that state "Curbside intake and pickup of animals should be used, wherever practical, to minimize the number of clients in waiting areas and exam rooms."

Although that creates a lot of extra work for our staff, we are committed to complying with the NY State safety guidelines during the COVID-19 crisis, and to protect our clients' health and safety.

### **Why does NY State have such restrictive guidelines for animal hospitals?**

The NY State government has put detailed guidelines in place for all businesses, not just veterinarians. For example, medical facilities are required to screen patients before admitting them into the facility.

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

By July 2020, restrictions like curbside check-in have helped reduce the number of people diagnosed with COVID-19 in New York State down from over 10,000 a day to below 1,000. At the same time we have seen infections rise dramatically in other states who had fewer restrictions.

The government has lifted restrictions where it is essential to get other parts of the economy restarted, but we don't expect to see change for a while on safety measures like curbside check-in that have been seen to be effective.

### **Let's make this work together**

Curbside check-in is inconvenient for you and creates a lot of extra work for our staff. It's hard on all of us. We don't get to see you like we used to.

But let's work together to make your visit as easy as possible, using our curbside visit protocols.

