

## IMPORTANT UPDATE

### Changes in appointment protocols for pets

In response to the COVID-19 pandemic, we are taking some extra precautions and we will no longer have clients waiting in the lobby. We are doing this in an effort to minimize our direct contact. Per recommendations from the Center for Disease Control and Prevention (CDC) as well as the Illinois Public Health Department (ILPHD) we are going to be instituting the following protocols moving forward:

- **Please call the clinic immediately when you arrive for your appointment.** The number is 312 753 5551- option 1 for South Loop and option 2 for East Side.
- If you drive to your appointment, we will ask that you wait in the car while a staff member retrieves your pet to have the doctor examine them. We will then ask you to remain in the car while the pet is examined by the doctor and staff. The doctor will communicate with you via phone, and we will verify your phone number when you arrive with us.
- If you did not drive, please wait for a staff member to retrieve you to escort you into the practice and into an exam room. You will remain in the exam room during your pet's exam and procedure, and the doctor will communicate with you via phone as well.
- We ask that only one client accompany the pet to the appointment. We want to limit the exposure by limiting the amount of people that come in and out of the clinic on any given day.
- We are still giving priority to patients that are ill or have critical needs. Pets that are not critical may be asked to defer to a later date on a case by case basis.

We are enacting these policies based on recommendations to keep you and your families, as well as the staff and their families, safe. Please know that we will remain committed to provide the highest level of care possible for your cat or dog during these uncertain times. We are confident that by taking these steps we are being proactive in preventing the spread of disease and also keeping you and your pets safe. We will continue to update you as we move forward during this novel time. Please contact us if you have any questions or concerns regarding your upcoming appointments.

Serving your pets since 2009

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South Loop Animal Hospital/East Side Veterinary Clinic  
312 753 5551 [www.mysouthloopvet.com](http://www.mysouthloopvet.com)

