

Caring for your pets during the COVID-19 pandemic.



Family Animal Hospital is taking precautions to prevent the potential community spread of COVID-19 and to protect our team members. We are currently only allowing patients (pets) inside our hospital until further notice.

The health and safety of our clients, patients, and team members is our top priority. If you are sick, please stay home. If you have traveled recently or have been in contact with anyone who has traveled or anyone who has been sick, please let us know on the phone before we have contact with you.

When you arrive at the hospital, call us from your car. 714-434-2830

We have a sign in sheet outside every morning at 7:30 am and in afternoon at 12:30 pm. The sign in sheet goes out before we open at 8:00 am and before we start seeing exams again in the afternoon at 1:00 pm. Once we have met our capacity, we will no longer be able to accept anymore exams for the day. By signing in there is no guarantee that your pet will be seen for the day. We give you check in instructions when you sign in on the sheet.

We are currently accepting drop off exams only. We are also accepting other walk in services and scheduled surgery and dental procedures.

Remain in your car with your animal and/or sign in on our sign in sheet depending on what time you arrive. A care professional will discuss your needs by phone when you arrive and instruct you on the next steps. A care professional will meet you at the front door to bring your animal into the building for services when ready. All patient's belongings should be taken off before your pet is brought into the hospital. Your pet will be taken into the hospital with our lead. If you have a cat, please leave your cat in the cat carrier.

Please practice **social distancing** with our team members. We also require that face masks be worn at all times.

After our doctors evaluates your pet, you will receive a phone call to discuss recommendations and a plan moving forward. Shortly thereafter you will receive a *call for payment and instructions for discharge*.

Thank you for your cooperation and understanding. Once again, our priority is the health and safety of our clients, patients, and team members. Let's all work together to create a safe environment for everyone.

Thank you,

Family Animal Hospital