

POLICY UPDATE: COVID-19 Effective Immediately

Emory Animal Hospital is dedicated to providing the best care possible for our patients. In order to continue to do that, we need to remain open and function within strict guidelines to best protect our clients, our patients, our staff, and ultimately our community. We have created a social distancing plan that is effective immediately. Although this may create an inconvenience for you, it is necessary for us to continue to remain open and provide needed care. Your compliance and patience are needed during this unprecedented time.

- **All appointments will be seen under restricted access and CURBSIDE SERVICE ONLY. When you arrive for your appointment, the door will be locked. Call us at 865-947-0437 to inform us of your arrival and REMAIN IN YOUR VEHICLE.** A staff member will come out to your vehicle, discuss any needed information and concerns, and escort your pet inside for their appointment. Communication with clients from that point forward will be by phone. We will also collect payment by phone before returning your pet to you.
- **We encourage drop off appointments.** If you would prefer, you may drop off your pet for their appointment and we will contact you once your pet has been seen to let you know when to pick back up and we will collect payment over the phone. Call us at **865-947-0437** when you arrive for pick up and **REMAIN IN YOUR CAR.**
- For prescription refills, please call us at **865-947-0437**. Payment will be collected over the phone. Call us when you arrive and we will bring it out to you. Prescriptions may also be ordered through our online pharmacy at <https://emoryanimalhospital.vetsfirstchoice.com/>
- If you have non-urgent concerns or questions, please **EMAIL** us at reception@emoryanimalhospital.com.
- If you have arrived for an appointment or are picking up a pet and/or medication and cannot reach us immediately by phone, please be patient. We only have 2 phone lines and may be talking with other clients. Please simply hang up and try us back in a couple of minutes. You and your pet are very important to us and we will be with you shortly!
- **IF YOU ARE SICK, DO NOT COME TO THE HOSPITAL.** Call us at **865-947-0437** so we can discuss the best options to see your pet as quickly and safely as possible.
- **Walk-in appointments will not be accepted during this time except in the event of an emergency. NO EXCEPTIONS.**
- If your pet has an appointment for non-emergency care (such as – vaccines, wellness checkups, nail trims, etc.) and you are uncomfortable about not being in the room with your pet during the appointment, please call us at **865-947-0437** to discuss available options including rescheduling.

We will continue to monitor recommended guidelines from the Knox County Health Department and the CDC and we will update our policy and procedures accordingly.

Again, we deeply appreciate your cooperation and patience during this time. We hope you and your family are staying healthy and safe.

Emory Animal Hospital Staff - Dr. Skelley, Pam, Kim, Emilie, Tabatha, and Ashley