

COVID-19 POLICY UPDATE: Effective Immediately 5-1-2020

Emory Animal Hospital is dedicated to providing the best care possible for our patients. This updated social distancing plan, created in compliance with Knox County Phased Reopening Guidelines (dated 4-27-20) and CDC recommendations, will allow us to remain open and function within strict guidelines to best protect our clients, our patients, our staff, and ultimately our community. Although this may create an inconvenience, it is necessary for us continue to remain open and provide needed care to our most critical patients. 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. We understand that this will present some concerns for some of our clients. Please feel free to call us to discuss your pet's needs so we can best determine how to care for them in the safest manner possible. 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 will be by phone. We will also collect payment by phone before returning your pet to you.
- Walk-in appointments will not be accepted during this time except in the event of an emergency. NO EXCEPTIONS.
- 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 VEHICLE.
- 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 can also be ordered and delivered directly to your home 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 and REMAIN IN YOUR VEHICLE. We only have 2 phone lines and may be talking with other clients. 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.

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