

# UPDATE: COVID-19 POLICY

EFFECTIVE 06/01/2021

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, AVMA 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.** Because of our small facility, we are unable to offer 6-foot distancing. Masks are required to be properly worn at all times by clients and staff.

- **Appointments will be seen under restricted access. When you arrive for your appointment, the door will be locked. Call or text us at 865-947-0437 to inform us of your arrival and REMAIN IN YOUR VEHICLE.**
- **Although we are strongly recommending drop-off and curbside appointments, one client per pet will be allowed entry into the hospital for SICK PET EXAMS AND EUTHANASIA ONLY. Clients may still elect to wait in their vehicle rather than come inside. Upon entry to the hospital, you will be escorted straight into an exam room. Masks are REQUIRED to be worn in a proper manner the entire time you are inside the hospital. We ask that you remain seated during your pet's exam. Check-in and check-out procedures will happen while in the exam room. **After the appointment, you will be escorted back outside to your vehicle. There is no public restroom available during this time.** Any refusal to adhere to these guidelines will result in you being asked to wait outside in your vehicle or re-schedule your appointment. We understand 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.**
- **For all other exams including wellness, vaccines, labwork, or tech visits, CURBSIDE SERVICE WILL REMAIN IN PLACE.** 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, at the vehicle, or by text. We will also collect payment 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](mailto: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, the State of Tennessee, AVMA, and the CDC and 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, Mary, Ashley, and Kylah