

# Caring for Pets and their People during COVID 19

Paso Petcare is committed to the welfare of our pet patients, while also ensuring the health and safety of our veterinary team and community. We have taken extra precautions and significantly altered our business operations and feel confident that we can safely provide most services to our existing clients, so please do not hesitate to call us to schedule appointments as needed or if you have questions: 805-238-1091.

ALL SERVICES WILL BE CURBSIDE OR DROP OFF as outlined below and as a precaution, clients and veterinary team members are required to wear masks or face coverings and maintain social distance to reduce the risk for both, as human-to-human contact is still believed to be the primary mode of transmission.

- **APPOINTMENTS:**

We ask owners that are sick or at risk of having been exposed to COVID 19, please have a healthy family member or friend bring in the pet patient.

We are also requesting that all clients remain in their car and notify us of their arrival for appointments by calling 805-238-1091. Upon notification, a technician and/or doctor will speak to you by phone to gather the necessary information to determine the best course of action for evaluation, diagnostics and treatment for your pet. A technician will then retrieve your pet from you. Clients will not be allowed to physically enter the building.

- **PATIENT EVALUATION, DIAGNOSTICS AND TREATMENT:**

For technician appointments, services will be provided in the hospital as appropriate, while you remain in the car.

For doctor appointments, patients will be examined in the hospital and you will then be advised by phone as to the doctor recommendations and treatment plan, with estimates provided as usual. In most cases, you will be asked to remain in the car while care is provided or to drop off the patient and be given a pick up time. Once treatment is complete, the doctor or technician will update you and answer any questions you may have.

- **CHECK OUT AND BILLING:**

We request payment for services be completed by phone. Once all paperwork is complete your pet will be returned to you with appropriate receipts, medications and instructions.

- **FOOD AND PRESCRIPTION PICK UP:**

Please call in advance with your product and prescription requests so that we can have everything ready and take payment by phone. Call when you arrive and we will bring your orders to your car. Please maintain social distance between yourself and our team members while completing transactions as quickly as possible.

**We apologize for any inconvenience and thank you in advance for your cooperation.  
Please take care and be safe.**