

Hello! We are here for YOU!

Starting Tuesday, May 26th we will be changing our visit protocols.



At Bartram Trail Veterinary Hospital, the health and well-being of our patients, clients, and veterinary team is our top priority. We are excited to be SEEING our clients again in person! As we endeavor to try and get back to normalcy, we want to share some quick updates to help make your experience a smooth one. Thank you for your patience and cooperation as we continue to adjust to the COVID-19 pandemic.

*Please call 904-940-0655, if you would like to discuss Telehealth options.

Here are some things to know for your next visit:

We will still be limiting the number of clients inside the hospital as well as contact between staff and clients to keep everyone safe.

Please complete your pre-appointment questions that were emailed to expedite the check-in process.

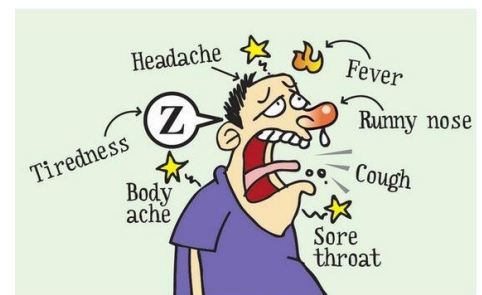
Our front door will remain locked. You are asked to wait in your vehicle. Call (904-940-0655) or text (904-606-1553) upon arrival to check-in. Let us know which parking spot you are in. A team member will escort you and your pet from your car into the building and into your designated exam room.

Only ONE person per patient visit will be permitted into the hospital. You will be expected to remain in the exam room for the entire visit.

Clients must wear a mask that covers their nose and mouth to come into the hospital for their pets' exam. If you do not have one yet, we will be glad see your pet with a curbside concierge visit as we had been using previously.

Please use the hand sanitizer at the door BEFORE entering the clinic. There are also hand sanitizer dispensers throughout the hospital for clients to use.

If you are ill with symptoms of respiratory disease, such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue, stay at home. If the visit is NOT urgent, re-schedule until after you are well. If you have a friend or family member that is well and can bring your pet, let us know so we will be prepared. If you are ill and the only one available, let us know so our team can prepare appropriately for your visit. We will be available for you in an emergency!



Exams with an owner present:

- Call (904-940-0655) or text (904-606-1553) on arrival to let us know you have arrived. Let us know which parking spot you are in.
- You will need a mask that covers your nose and mouth to enter the hospital.
- Use the hand sanitizer provided before entering the clinic.
- A team member will come out and escort you to an exam room. Please remain in the exam room until the appointment is concluded.
- Only one person permitted into the hospital per visit, please.
- Your technician will ask you questions about your pet's history and confirm the reason for your visit. They will go over an initial estimate for services with you then.
- Your technician will walk/carry your pet to the treatment area where the veterinarian will perform a thorough exam.
- The veterinarian will return to the exam room and go over their exam findings and recommendations.
- If further treatments/procedures are required, we will update your estimate.
- Your charges will be entered while you wait in the exam room with your pet. The technician will complete the appointment and then collect payment.
- After payment, your technician will walk you back to the front door and assist you to your car if needed.

Drop-offs for procedures:

- Owners with pet's being dropped off for day procedures will continue to have curbside concierge visits.
- Please call or text when you arrive.
- A technician will call, collect a history, and confirm the reason for your visit before coming to your car and bringing your pet into the hospital.
- On pick up, your pet will be brought back to your car.

Drop-offs for boarders:

- Boarder's being dropped off will also have curbside concierge visits.
- Complete the pre-boarding questions that were emailed to expedite your check-in.
- Please call or text when you arrive.
- The boarding team will call and go over feeding, medicating and any special instructions you may have.
- They will come to your car and bring your pet inside for you.
- If you have brought food, please have it in easily disinfected Ziploc bags.
- Please do not bring toys, beds or blankets from home as we will provide comfort and enrichment for your pet.

Although things are a little different, we are committed to exceptional service with unparalleled compassion for every patient, every visit! Thank you for your patience and understanding as well all continue to adjust to the current situation.

Dr Davis