

COVID-19 External Preventative Measures:

We continue aiming to provide the highest quality care to your pets during this crisis. However, we want to do so in such a way that keeps you safe, keeps our employees safe, while doing what we can to decrease the spread of COVID-19.

Currently, we are not allowing anyone into the clinic other than staff.

Your understanding and patience are greatly appreciated during this critical time. We know you could choose to bring your pet to any clinic, and we are grateful you choose us.

If your pet has a medical emergency during our business hours, please call the hospital at 651-459-9663.

For non-urgent items, we encourage clients to send us an email at pgph@parkgrovepethospital.com.

In order to keep our staff and clients safe during these times we have set up the protocols below, effective immediately:

- When arriving to the clinic, clients are to call 651-459-9663.
 - If you are here for an appointment, we will take a brief history over the phone.
 - We ask all clients to remain in their cars through check-out.

- A staff member will come to your car to get your pet(s) and bring them into the hospital to begin services/treatment, etc.
 - We prefer to obtain pets from the rear-passenger door or trunk space (so long as it is open to the rest of the car, please don't place pets in enclosed trunks).
 - We understand dogs may roam your vehicle during travel, but we ask that they be furthest away from you when we come to get them if possible – as well as anything for the appointment.

- All dogs must be leashed, and cats secured in a carrier.

- Once the exam and/or treatment(s) have been provided, we will bring your pet and any medication/food out to you.

- We will then take credit card payment over the phone. We are not accepting cash at this time!

Any client(s) visiting the hospital without an appointment are to follow a similar protocol as above by calling into the clinic and our team will instruct further.

If you are sick, or if you have any symptoms of or have been diagnosed with COVID-19 as noted by the CDC, we ask that you do not schedule an appointment or come to a scheduled appointment.

If you live with anyone that is ill, shows symptoms of or has been diagnosed with COVID-19 as noted by the CDC, we ask that you do not schedule an appointment or come to a scheduled appointment to prevent exposure to our limited staff.