

Welcome Back!!

The Doctors and Staff at North Kenny Veterinary Hospital are happy to announce our updated policy for curbside services! Starting June 1st 2021, we will be modifying the way that we see our patients by allowing pet parents to join their pet for their doctor's visits, while still offering curbside services to those who choose to continue with that process. Please read through this updated policy thoroughly and if you have any questions, our Receptionists are happy to answer them!

- All technician appointments, surgery drop off, prescription and food pick-ups will continue to be curbside. Please call the office when you arrive and we will get you checked in or out over the phone.
- Wellness or sick pet exams with the Doctors are now going to be offered in the clinic. When you arrive, please call the office to let the staff know you are here and whether you prefer a curbside appointment or to come in with your pet. Reception will notify the team that you are here for an appointment. If you are going to come in with your pet: masks ARE REQUIRED when you are in the building, this would include vaccinated and unvaccinated clients. We will allow 1 client per appointment to join their pet for the exam. A staff member will come out to get you and your pet when we have an exam room ready for you. Our lobby is going to remain closed at this time. We ask that you remain in the exam room until your appointment is finished and a team member will escort you to the lobby to check out. To ensure that we are continuing to keep our staff and our clients healthy, our staff will be wearing a mask while interacting with you, and we are asking that you do the same.
- If you choose to utilize the curbside service for your pet's wellness or sick pet doctor's visits, we will continue to utilize the same processes that we have used over the last year. When you arrive, call in to let the Receptionists know which parking spot that you are in and that you would like to use curbside service. Someone from our patient service team will then call you back to obtain a history for your pet's visit. Once the doctor is ready to see the pet, one of our team members will come out to escort your pet inside the building. The doctor will call you to go over their exam findings and to discuss any treatment plans or medications. Once your pet's visit is complete, one of our team members will return your pet to your car and collect payment to close your invoice.

We truly appreciate your cooperation throughout the last year and are excited to see you again, or for some of you, for the first time! We will continue to monitor our policies and keep you updated as things change.