



# **YES, WE ARE OPEN**

## **But our lobby is closed**

Due to concerns for the health of our clients, employees and community, we at Stevenson Ranch Veterinary Center have decided to close our lobby. We are still open and offering curbside service for appointments, medication refills, and food pickup. We understand this is a stressful situation for all involved and greatly appreciate your continued patience and support during this time.

Please note the following check in and check out changes:

1. Please call ahead of time to schedule an appointment.
2. Once your appointment has been scheduled, we will send a link, via text, to a patient intake form. *Please note* there may be more than one form for you to fill out. Please fill out and submit these forms before you arrive for your appointment.
- 3. When you arrive for your appointment please stay in your car.**
4. Call or text us 661-799-0655, to let us know you have arrived and what you are here for.
5. When it is your turn we will come to your car. A veterinary team member will ask you to please bring your pet out of the car. We will place our own leash and ask you to remove yours. Cats will need to be in a carrier.
6. Your pet will be brought into and exam room to be examined by the Veterinarian. Please wait in your car during this time, as soon as the doctor has completed their exam you will be reached via phone to discuss findings and a potential treatment plan. If you request an estimate, you will be emailed or sent a photo of an estimate of charges and give verbal consent over the phone.
7. All payments can be made via Credit Card directly over the phone. We are requesting credit cards be used instead of cash at this time.
8. Your pet will be brought back out to you with any medications as well as your invoice.
9. *Medications/Food pick up only:* Please call 661-799-0655 to give payment over the phone, a staff member will then bring the item to your car.

Thank you for your cooperation with this new and temporary model of operation. We greatly appreciate the support we continue to receive to continue caring for your pet family members. We are in this together!