

Kyle Animal Hospital COVID 19 Policy

Please respect social distancing. We have foot-assist door opening aids that you may use to open the doors with feet (similar to what is on many restroom doors). If you are picking up medications, dropping off pets, etc. and for any reason you prefer not to enter the building, we will be more than happy to bring them to your car. Please call 512-268-5003 and we will handle it remotely/curbside.

As of 9/19 we are seeing LIMITED appointments inside the building if you prefer. Our employees will be masked or behind barriers for your safety; we encourage but do not require clients to wear a mask for our safety. If you do not have a mask, we will assume that it is allowed per county ordinance due to mental or physical disorder precluding mask wearing. We will not ask about confidential medical issues.

All other interactions—dropping off or picking up pets, questions, appointment requests, etc. should be initiated outside using either by calling 512-268-5003, or texting 830-708-1813.

If you are coughing, running a fever; if you or your pet have been exposed to a known or possible COVID-19 patient, OR you feel you are in a high risk group (pre-existing disease, over 60, etc) OR caring for someone who is we will be more than happy to bring any medications to your car, just call us at 512-268-5003. We will see your pet if you are ill or if your pet has a known COVID exposure; please inform us of the situation so that we may employ extra safety measures.

All patient visits, other than limited face to face appointments, are being seen as drop-offs outside the building, inside the fence.

- To maximize social distancing, as many pre-admission details (history, etc.) as possible will be taken over the phone prior to intake.
- Client will set carrier down or attach leash to the stanchion, then step back.
- Our staff will take control of pet at a safe distance. PLEASE DO NOT LEAVE THE FENCED AREA UNTIL YOUR PET IS SECURELY INSIDE THE BUILDING.
- You may then leave, and you will be called for further permissions, treatment plans, costs, etc. A pickup time will be arranged and payment taken over the phone prior to pickup when possible.
- Don't hesitate to call us to check in! It's never a bother.
- We are reducing our paperwork (so this isn't ALL bad, right?). This means it is vitally important that you communicate and are communicated with well about what procedures are being done.
- By allowing your pet to be treated, you are consenting to all Kyle Animal Hospital policies and procedures as posted on our website. If you desire a hardcopy of these please ask!