

Cottonwood Veterinary COVID-19 UPDATE

*****Please continue to check your email and our social media pages for updates.*****

Due to the ongoing concern revolving around COVID-19, Cottonwood Veterinary Hospital will be implementing additional protocols in our hospital effective today, March 16th. Please know that our goal at Cottonwood Veterinary Hospital is to continue to provide excellent care for patients in our community. After much thought and consideration and in support of our community, public health, and overall wellness, we will be increasing the number of drop-off appointments to allow for minimal physical interaction. However, if you prefer to see the doctor this will not be an issue.

If you have a **technician appointment**, please bring pet into hospital. We will take your pet to the treatment area. While we are completing the service, please pay the Receptionist and then wait in your car. The assistant will bring your pet to you in your vehicle.

If you have a **scheduled appointment**, please call when you arrive in our parking lot. At that time an assistant technician will take your pet's history over the phone prior to coming out to your vehicle to bring your pet in for an exam with their doctor. Once an exam has been completed, we will bring your pet back to the vehicle. The veterinarian will call to discuss the medical problems and plans.

If you have a **drop off appointment**, please call when you arrive in our parking lot. At that time an assistant technician will take your pet's history over the phone prior to coming out to your vehicle to bring your pet in for an exam. Once an exam has been completed, we will call you to let you know you may pick up your pet. Once you are in the parking lot, please call and we will bring your pet to you. The veterinarian will call to discuss the medical problems and plans.

If your pet has a **medical emergency**, please call our office prior to coming in so a history may be taken. At that time, you will be asked to call again when you arrive so that a technician can come immediately out to the parking lot to bring your pet into the hospital. Our receptionist will get emergency consent over the phone. Once your pet has been examined by a veterinarian, the doctor will call to discuss the medical findings and recommendations for treatment.

Discharges will be done over the phone by an assistant technician prior to bringing your pet out to your vehicle. A receptionist will collect payment over the phone as well.

We are asking if clients who are feeling sick with respiratory symptoms, have traveled in the last 30 days or have been in direct contact with a person confirmed to have COVID-19 that they make staff aware prior to arriving at the hospital. We will use additional protocols and ask that you remain in your car the entire time you are at our hospital.

Our staff strives to provide outstanding in-person communication as often as possible with our clients. However, currently, we feel it is best for the safety of our clients, doctors and staff that we limit the time we are communicating face to face and avoid physical contact, such as shaking hands.

Our hospital is continuing to disinfect and deep clean throughout the day with a pet safe disinfectant.

We appreciate the support and understanding from all our clients. If we can answer any questions, please call our front desk at 406-582-0555.

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