

Preventive Measures Regarding the Coronavirus (COVID-19) Pandemic

With the concerns related to the novel Coronavirus (COVID-19), we wanted to let you know what we at Great Falls Veterinary Hospital are doing to reduce exposure risk for our clients, staff and patients. While we should not be in “panic mode,” it is appropriate to prepare for if or when there comes a time that our local community is directly affected by this disease. We want to be prepared to continue to provide the high quality veterinary care and client service that you expect from us. Our commitment to your health and safety, as well as the health and safety of your pets is our top concern.

We kindly ask that if you are sick, or at known risk of exposure to COVID-19, that you reschedule non-urgent appointments for a time when you are feeling better. If your pet's appointment cannot wait, please let us know prior to your appointment so that we can determine the safest way to provide care for your pet. We are attempting to balance care of your pet with protecting you and our employees.

We are temporarily changing a few things to reduce human exposure risk.

We will only be offering low contact curbside visits as clients will not be allowed inside the hospital. We are asking clients to call our office or knock at the side door when they arrive.

Routine procedures may be limited for some time in order to free up the supply chain of certain products that may be needed for Human healthcare. Annual wellness visits may need to be delayed so we can have time to see sick and injured patients as well as immunizations for the young puppies and kittens that are most vulnerable.

If you are elderly, immunocompromised and are concerned about going out but feel your pet needs attention please try to find a family member or friend that could bring your pet to the hospital. If this is not an option, we may be able to accommodate you.

Medication refills, food & Retail sales:

Pet food is selling rapidly as people prepare for a possible at-home quarantine. This could result in difficulty maintaining our stock. We strongly recommend that you consider calling us one week in advance to ensure that we will have it in stock. This is also recommended for our client's pets that are on long term medications.

We ask that you call in advance to let us get any medications or prescription diets ready for you if needed. We will take payments over the phone and ask that you call us when you arrive so a staff member can bring your items to your car for you.

Appointments: 603-692-2333

Please call us from your car when you arrive. A Veterinary Technician will get on the phone with you and ask questions related to your pet's history and address any questions or concerns. Then a staff member will come outside to escort your pet from the car into the hospital. If you are unable to make a mobile call, please call us before you leave home and tell us what type of car you have and we will keep an eye out for you. Next, we will call you to make any recommendations and review exam findings with you if necessary. The technician will then finish up the appointment over the phone, and collect payment over the phone. The technician will then return your pet to your vehicle, along with any prescriptions or medications

Technician Appointments:

Technician appointments are such where an exam room is not required and the pet is taken to the treatment area by a technician to perform such things as nail trims, anal gland expression and blood draws. For these appointments, please call us when you arrive and we will come to your car as soon as we are available to serve you. We will then, collect your pet and bring them into the treatment area. When finished, we will cash you out by phone and return your pet to your car.

Surgical Procedures:

Please call 603-692-2333 when you arrive in the parking lot. The technician will get on the phone with you and ask you a series of questions, review the procedure, and treatment plan. They will also obtain a verbal consent for treatment. A staff member will then come outside to escort your pet from the car into the hospital. Later in the day, we will have you call the office and a technician or doctor will review the procedure, discharge instructions, collect payment, and schedule a pick up time. When you arrive please call and a staff member will bring your pet out to the car.

** Everyday things may change so we will try to keep everyone updated. Hopefully we will be available to provide care for your pets and get through this together. We appreciate your patience. We wish that you and your family and friends stay safe. We are all in this together. Although we need to keep a safe distance from one another, it is important to check in on our friends, family and neighbors especially those that may need extra help.