

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 are allowing 1 person with a mask on inside the hospital. We are asking clients to call our office when they arrive as our doors are locked.

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. We are still able to offer curbside appointments upon your request.

Medication refills, food & Retail sales:

Pet food has been 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 are able to 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. However, we are letting 1 person at time in our waiting room with a mask on for these needs as well.

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 advise you when we have a room ready for you. 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. We ask that you remain in the exam room at all times as we are doing all check out procedures from there.

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 you pet to your car.

Surgical Procedures:

Please call 603-692-2333 when you arrive in the parking lot. Later in the day, we will call you 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.