# Agreat CURBSIDE experience

# DOS & DONTS to guide your approach







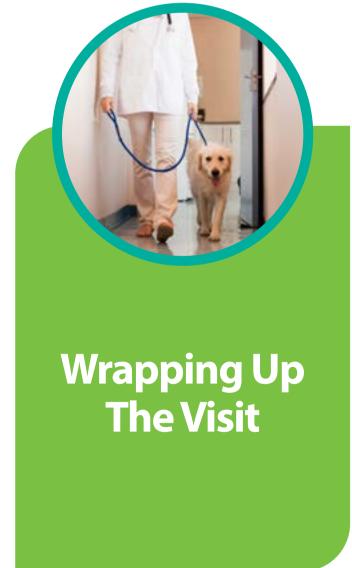
# DOs & DON'Ts to guide your approach



Whether it's a client you've had for years or a few hours, it will be a whole new experience as everyone adjusts in order to keep providing the care pets need. A few simple things your team does (or not!) can make every visit exceptional, each step of the way.



CareCredit worked in conjunction with Brian Conrad, CVPM. Brian is the practice manager at Meadow Hills Veterinary Center in Kennewick, Washington, and past president of the Veterinary Hospital Managers Association. The content is subject to change without notice and offered for informational use only. You are urged to consult with your individual advisors with respect to any information presented.





#### **Before The Client & Pet Arrive**







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# When They Arrive







## When They Arrive



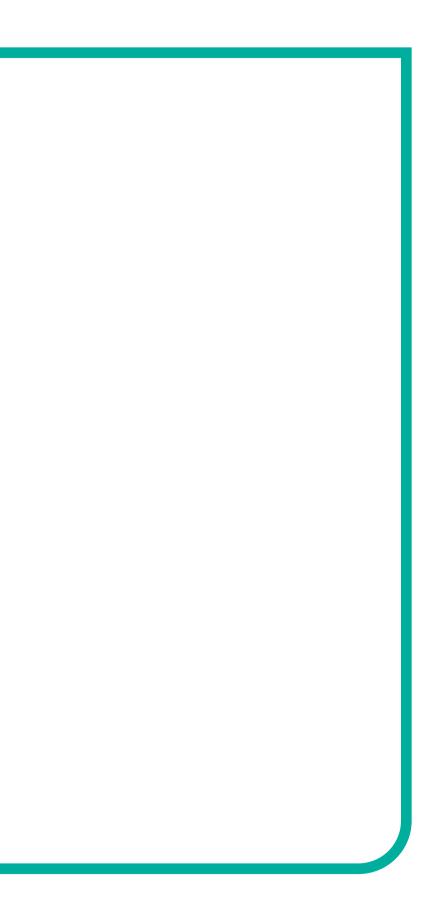






#### In The Exam Room







#### In The Exam Room



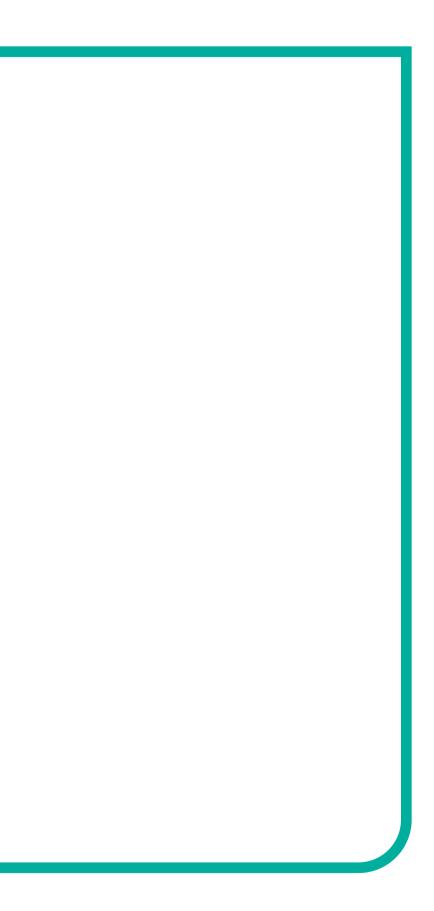






# Wrapping Up The Visit







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