

Your Little Curbside Guide



Tips to help make your curbside
visit a great experience.

We're all in this together for pets.

Who saw this coming?! Before this crazy time, we never imagined we'd be running to and from the parking lot to pick up and return your pet. One thing still hasn't changed, we're doing everything we can to deliver our best care. That means added safety measures, curbside protocols, and helping you feel prepared every step of the way.



With little Curby as your guide, you'll discover what to expect before, during and after your pet's visit. You'll also find tips about things you can do to help us help you and the pets you love.

Who moved the reception desk?

Reception desks everywhere have gone virtual and our “reception” had to change, too. Your pet’s check-in now starts before you arrive. We may ask you to fill out forms online or provide information ahead of time. So if you have questions about care or concerns about payment, no worry. We’re ready to help.



Before your visit

- **Please plan ahead**

We're busier than ever trying to keep up, so please don't wait until the last minute to make your appointment.

- **Get ready for care**

Fill out forms ahead of time so we'll be ready to provide all the care your pet needs.

- **Review payment options**

We offer payment options to help you be prepared to pay for care, including budget-friendly financing with CareCredit.

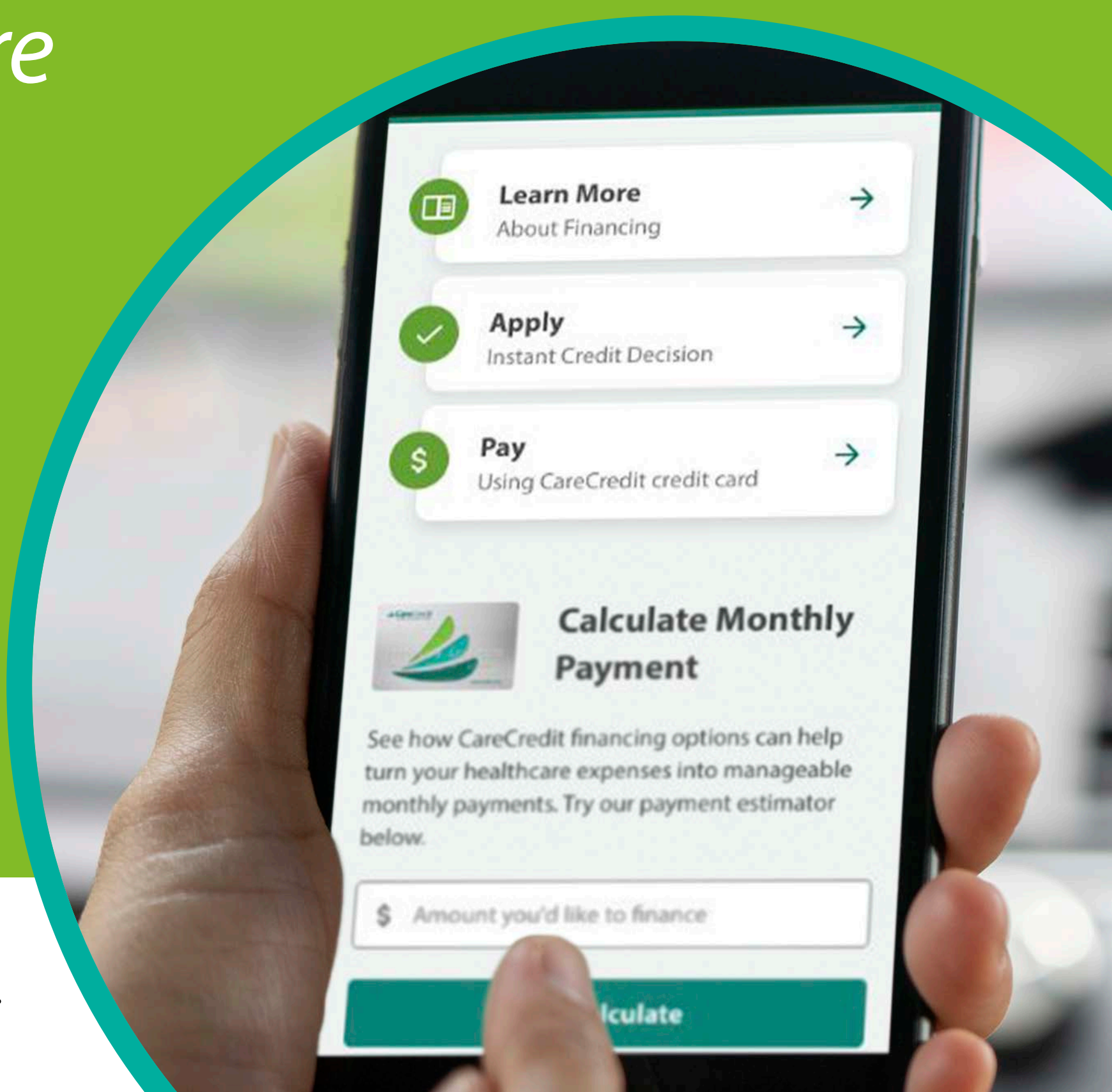
Ready To Go

If you'd like to pay over time for care, we accept the CareCredit pet and healthcare

*credit card.**

It's an easy, contactless payment solution.

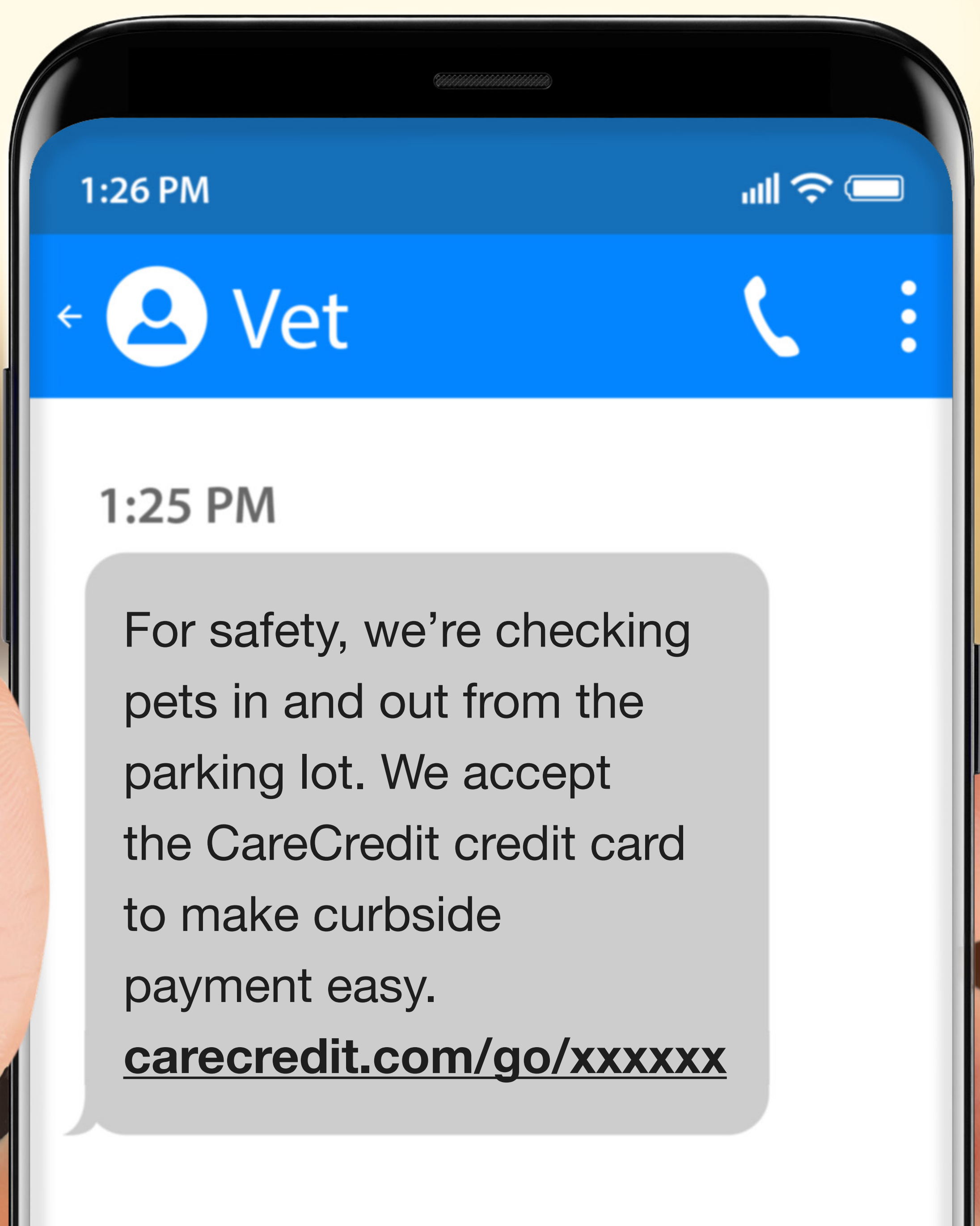
*Subject to credit approval.



Welcome! (but please don't come in)

Instead of coming through our front doors, we may ask you to simply text or call when you arrive. We may ask what type of car you're driving. As you wait, we know it may seem like an eternity, but please remember we're running all day long (*literally*).

We promise we'll send a reply and get to your car as fast as we can!



When you arrive

- **We're happy you're here!**

Just text or call to let us know you've arrived and we'll answer as quickly as possible.

- **Please be patient**

Our phone lines may be extremely busy. If you're asked to hold this does *not* mean we don't care! It just means we're helping a lot of people with pets who need care.

Sit Tight and Stay Safe

Wearing a mask, washing our "paws" and working together, we're focused on keeping you, your pet and our team safe and healthy.



Waiting rooms on wheels

Wait, what?! Our waiting room is now your car? Yes, that's right (for now). While you wait, we want to help you make the best use of your time. Take a few minutes to hug your pet, breathe deep, listen to music or a podcast. (There's some great ones about pet care!) You might be happy you had a little downtime after all.



While you wait

- **Remember, we're on the way!**
We'll let you know which team member is coming to get your pet, and give you a wait time.
- **Be there virtually**
Ask if we have a way for you to be part of the exam, by phone or video. We'd love to have you, if possible.
- **Sit, stay or roll**
You can wait while we check out your pet or go about your day. Just let us know so we can stay in touch and communicate.

Check It Out

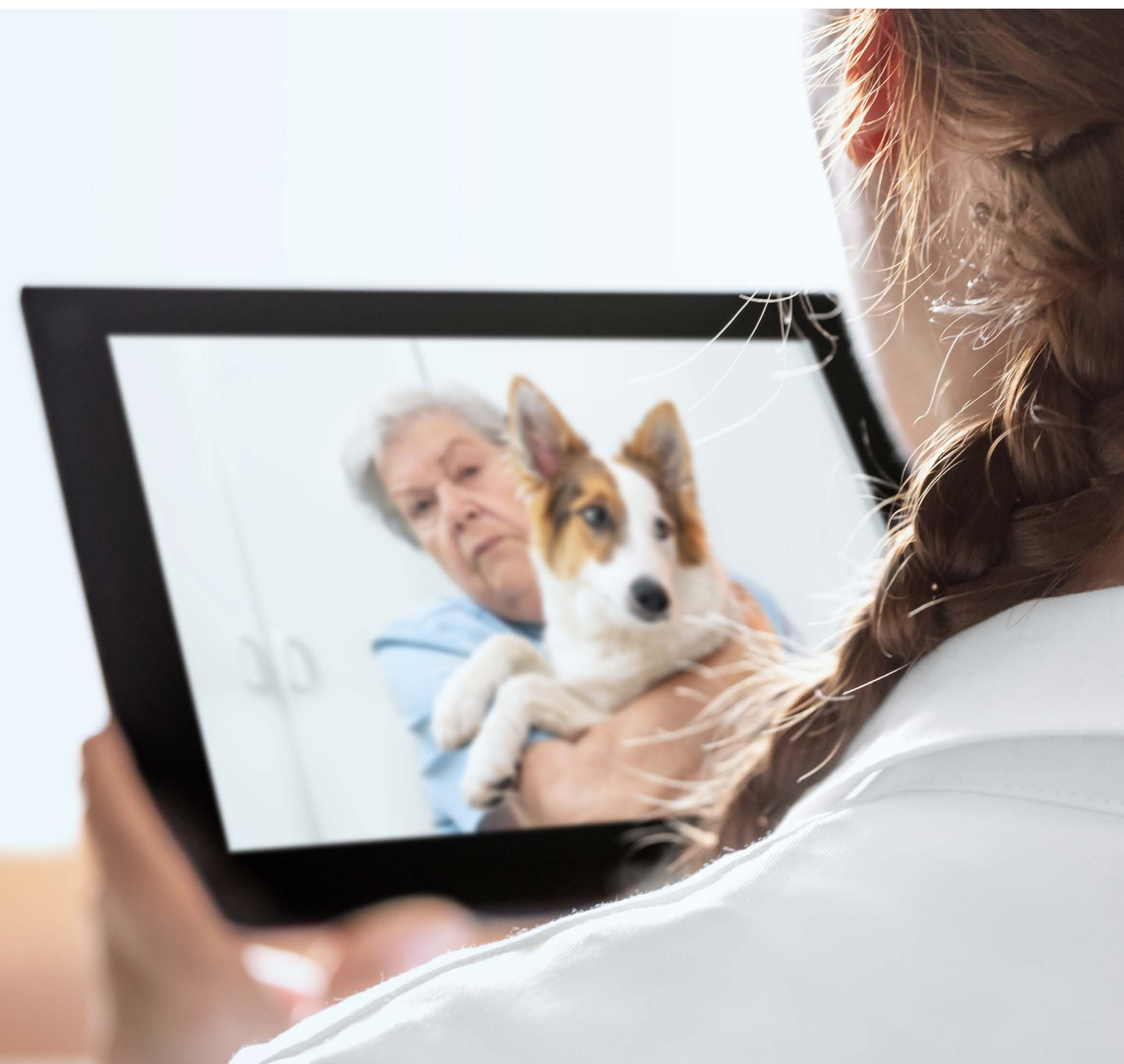
Want to find out more about CareCredit? Scan our QR code or click the link for contactless application and payment, right from your car!



Which way to the exam room?

We miss having you “in the room” with us during your pet’s visit. If possible, we’ll plan a video call so you can be part of what’s happening. If that doesn’t work, please know we’re going to give your pet the best care we always have.

And we’ll keep you posted each step of the way.



During the exam

- **Less is more comfy**

Although you can't come in with your pet, we've found many pets actually stay calmer because our facility is less crowded.

- **No need to worry**

Keep in mind, we've always made your pet's care a priority and that hasn't changed.

- **Be ready to go forward**

We'll communicate what's happening, provide the doctor's evaluation, and discuss options for care and the cost.

This way to easy

We can text you a link to CareCredit or offer other contactless ways to help make payment easier. From inside to carside or even homeside!



Woof, meow, thanks.

We know all these changes take extra time and can be a challenge. But we're working extra hard to make it as smooth as we can because we love your pets, too. We're committed to providing a Lifetime of Care to keep them as healthy and happy as possible.

We're not perfect and some days are very demanding. So, thank you for your loyalty and kindness. Every smile or air hug from you makes our day and keeps us going!





*This Little Curbside Guide
is sponsored by CareCredit
with our profound appreciation
for all the hard-working
veterinary professionals and
devoted pet owners everywhere.*



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Making care possible...today.