We’re looking forward to your upcoming visit! Please answer the questions below and review the information about checking in upon arrival.

In accordance with state and federal health guidelines surrounding COVID-19, our in-hospital policies have changed. Prior to your visit, please review the following:

1. Has your animal had known contact with a SARS-CoV-2 (coronavirus) positive person in the last 14 days?
2. Has your animal had contact with people with acute fever or unexplained cough in the last 14 days?
3. Has your animal had contact with people that have taken fever-reducing medications in the last 24 hours?
4. Has your pet (dog, cat, or ferret) had unexplained eye discharge, sneezing, coughing, vomiting or diarrhea within the last 14 days?

If you answer yes to any of these questions, please let us know as we will need to make other arrangements. If you answer no to all these questions, we can proceed with the following:

1) Please provide us with as much information about your pet and (an updated) history via email ahead of time. To minimize exposure, we will not be taking a history when you arrive at the VTH.
2) Clients are not allowed in the hospital at this time. When you arrive in the parking lot, you will be directed to a parking spot by an attendant. (If your appointment is after 4 pm or on a weekend, please call 970-297-5000 to let us know you are here and where to find you.) A staff member will bring you consent and financial forms to be signed. Our staff will be wearing masks and eye cover when they come to meet you. Credit card information will be given to our financial department, and billing will be completed at the end of the visit. Credit card information is shredded after payment is made, so this will need to be completed at each visit.
3) You and your pet will then wait in your car until one of our staff comes to meet you. We will then bring your pet into the hospital for the appointment. You may wait in your car or go elsewhere as long as we can reach you by phone and you’re able to return fairly quickly when your pet is ready to be picked up. You may be asked to leave and come back if the appointment will take longer than 45 minutes and the parking lot is full. After the appointment, you will be called and receive an update from the appointment. Once you are back in the parking lot, follow signs to call financial services to complete the check-out process (970-297-5000 if after 5:30 pm or on weekends).
4) Please note that we do not shake hands among faculty, students, staff and clients as part of the social distancing as recommended by the CDC.
5) This process is subject to change. We will do our best to notify you of any changes, but please note, changes can occur with little notice.

Thank you for your understanding.