



Caravan Vet COVID-19 Protocol for Appointments and Anesthetic Procedures

Our practice has historically done everything possible to limit stress for you and your pet by performing most exams in your house and by scheduling diagnostics and anesthetic procedures, including dentals and surgeries, at your location. It saddens us that the COVID-19 epidemic prevents us from safely being able to enter our clients' homes. We have made the following changes to our typical routine to maximize the safety for you and our staff, while still providing excellent, low stress care for our patients.

- Please wear a mask that covers your nose and mouth during all interactions with our staff.
- If you or anyone in your household is feeling ill or has tested positive for COVID-19, please reschedule your appointment.
- If you have travelled out of the state in the last 14 days, please reschedule your appointment.

For Appointments:

- When we arrive for your appointment, a doctor will either call you or meet you outside your house to discuss the reason for our visit and anticipated diagnostic or treatment steps.
- Once you have talked to a doctor, a staff member will greet you at your door to take your pet from you. We are no longer able to enter your house to collect your pet, but we can provide you with a cat carrier if you do not have one.
- We will examine your pet on the truck and then the doctor will speak with you again to summarize her findings and recommendations. We regret that we can no longer allow clients to enter the truck. A copy of the Findings and Recommendations will be emailed to you.
- Payment can be made by credit card over the phone, or by cash or check at the time that your pet is brought back to your door. An itemized invoice will be emailed to you.

For Anesthetic Procedures:

- All surgical and dental procedures are currently being scheduled at our garage. The garage address is 6225 Cambridge Street, Building #1, Unit #43, St. Louis Park, 55416. Please arrive at your scheduled time. A staff member will meet you outside the garage to go over a treatment plan and consent form. We will take your pet from you at this point.
- The doctor will call you prior to surgery if you have questions or concerns and will call during the procedure if there are unanticipated dental extractions, if that is your preference. Please be sure to be available by phone at all times while your pet is in our care.
- The doctor will call you when your pet is awake to discuss the procedure and confirm a pick-up time.