

Blackford Veterinary Surgery Referral  
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Attention past, present, and future clients,

We can't thank you all enough for continuing to trust your pets' surgical needs with us, despite the COVID-19 epidemic. We want to assure you that we are taking this very seriously. The clinic is closely following and monitoring the CDC website. We are also monitoring the AVMA regulations to keep our veterinary hospital fully operational, yet safe. We have implemented new protocols to increase the safety of our clients, staff, and patients.

Until further notice, clients will no longer be allowed in the building. When you arrive, please call our office (865-670-9185), and let us know your name, your pet's name, and the vehicle that you are in. We are also asking our clients to fill out their paperwork prior to arrival. If you are unable to download the necessary paperwork from our website ([www.blackfordvetsurgery.com](http://www.blackfordvetsurgery.com)), we are happy to mail or email you the required paperwork. All clients are also being asked to remain in their vehicle upon arrival. If clients need to exit their vehicle, please respect the 6-10 feet minimum distance required between people.

The technician that will be caring for your pet will come out to your vehicle to retrieve your paperwork, as well as your dog/cat. All exams will be performed by the doctor in our treatment area. If your dog/cat is scheduled to stay with us for surgery, they will remain in our care from that point until discharged from the hospital.

The surgeon performing your dog/cat's surgery will call you, while you remain in the car, to discuss the exam findings. The appropriate treatment plan will then be decided upon, as well as financial obligations to complete that plan. At this time, a credit/debit card is our preferred method of payment. If you need to arrange an alternate method of payment, it will also be discussed at this time.

All discharges will be distributed at the end of your dog/cat's exam, or emailed to you prior to pick up. It is required that all clients read the discharge instructions prior to picking up your dog/cat to go home. Any questions you have about these discharges, including medication questions, will be addressed when your technician calls to tell you that your dog/cat is ready to be picked up. Once you have completed your phone discharges with the technician, you will be connected to accounting to process your payment.

Although this process distances us from our clients more than we like, we feel it is necessary to continue to keep everyone as safe as possible. Clients will continue to have twenty-four-hour access to their surgeon via their personal cell phone, an email address to send questions to, as well as the clinic staff during regular office hours. Patient care is our number one priority, and that will never be compromised. If at any point during this adjustment you have questions, concerns, or are not feeling educated by us about your dog/cat, please let us know what we can do to make this easier for you.

We are eternally grateful for the support we have received thus far as we adjust to this new protocol. We understand this is quite a change, and we look forward to working together to make this process as smooth as possible.

Warm regards,

The doctors and staff at Blackford Veterinary Surgery Referral