

Blackford Veterinary Surgery Referral
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COVID-19 Response Policy

Blackford Vet Surgery can't thank you 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 operating, yet safe. We have implemented new protocols to increase the safety of our clients, staff, and patients.

As of today, clients will no longer be allowed in the building. When you arrive, we ask that you please call our office (865-670-9185), and let us know your name, pet's name, and vehicle that you are in. We are asking all clients to fill out their paperwork **PRIOR** to arrival. If you are unable to download the necessary paperwork from our website, we will happily mail or email you the necessary paperwork. All clients are being asked to remain in their vehicle upon arrival. If you need to exit your vehicle, we ask that you please respect the 6-10 feet separation recommendations.

The technician that will be caring for the patient throughout the day will come out to your car 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 discharges. 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 your discharge instructions will be addressed when your technician calls to tell you that your dog/cat is ready to be picked up.

The surgeon performing your dog/cat's surgery will call you to discuss the exam findings and the appropriate treatment plan. (Surgery or medical management, etc.)

All payments will be accepted via phone. Credit/debit cards are our preferred method of payment. If you are needing to arrange an alternate method of payment, we will discuss that, on the phone, during your talk with the doctor.

All sanitation protocols have been increased to protect clients, patients, and staff.

We can't express our sincere appreciation for trusting your babies with us during this time. Your cooperation and understanding of this adjustment in our daily routine is also greatly appreciated.