

NTU VTH COVID-19 Safety Procedures for Canine/Feline Appointments

- Clients: You must provide a working cell number when making an appointment for your pet. Staff will use this number to give you a reminder call prior to your appointment. Bring this cell phone during your appointment for communication with the staff.
- Clients: You must pay for veterinary services with a credit or debit card; cash and money order will not be accepted. This is to minimize contact with staff.
- Clients: Please wear a face mask over the nose and mouth and maintain physical distancing of at least 13 feet from others while on the Veterinary property including when you bring your animal to the designated drop off area.
- Clients: Call the main clinic number (505-786-4150) to notify staff of your arrival for your appointment. Stay in your vehicle except when instructed to bring your pet to the outdoor run area.
- The patient intake form will be completed by a staff member over the telephone. A staff member will call you to obtain necessary information regarding the visit and veterinary services, to obtain client and patient information, to ask reason for the visit and to ask patient medical history questions.
- Clients: If you have a transport carrier or kennel for your pet, place them in the carrier or kennel while in the vehicle. Ensure that the door is latched or locked to avoid pet from escaping.
- Clients: Place your pet in an outdoor run on the south side of the clinic – latch the chain link gate behind you after entering the fenced-in area. Double check that you have closed and latched the gate behind you. **NTU will not be responsible for lost or escaped pets.**
- Clients: If you have a leash, leave it on the pet.
- Clients: If you don't have a carrier and your pet is small (about 15 pounds or less), place them in the carrier provided by the staff inside the run to ensure they do not escape. Be sure to latch the carrier door closed.
- Clients: Chain the run gate closed with the chain and snap provided.
- Clients: Close the chain link gate behind you and place latch down to ensure gate does not open.
- Clients: If you have an aggressive dog, we will ask you to place a muzzle on your pet before putting in a carrier or an outdoor run. The muzzle will be left on the picnic table at the front entrance of the clinic with instructions on how to apply to your pet's muzzle. Call us if you have difficulty with this.
- Clients: You may be asked to drop off your animal for several hours then return at a certain time to pick up; if not, please wait until services are completed.
- Clients: Pay for veterinary services over the telephone immediately following services.
- Clients: Discharge instructions will be given over the telephone by a staff member.
- Clients: A copy of the discharge instructions, patient medications, and completed next appointment card (if any) will be left on the gate to the run the animal is left in for you to pick up.
- Clients: Following services and payment, your pet will be placed in the outdoor run on the south side of the building. Please retrieve your pet and make sure all gates are closed behind you. If using an NTU carrier, leave the carrier inside the fenced area after you have removed your pet. *(We have a limited supply of carriers, therefore please DO NOT take our carriers home.)*
- Clients: Thank you for your patience and understanding amid the COVID-19 pandemic.
- **Clients: Please stay home if you feel sick. Call us right away to reschedule your appointment if you suddenly feel sick.**