



The health and well-being of our patients, clients, and staff is our utmost concern. We don't want any pet to go without veterinary care. As a result of the COVID-19 pandemic, we are taking additional precautions and implementing changes.

If you think you may be ill, please tell us. We will do all we can to accommodate you. We all want to be safe and have pet health maintained. To limit exposure and maintain patient care in a safe manner, we are implementing the following: (Exceptions may be made for those pets facing a life/death situation or are scheduled for euthanasia)

Pet Only Appointments

Please call us when you arrive (608-204-2700). A technician will speak with you about your concerns and requests then come to your vehicle and take your pet inside for an exam. You can stay in your car during the appointment and the doctor will call and speak to you about your pet. We will also process payment over the phone before you leave. After the appointment, the technician will bring your pet to you along with any food or medications. If your pet is anxious without you, we can plan for a calming sedative to make the experience better.

Pet Only Tech Appointments

Please call us when you arrive (608-204-2700). A technician will confirm the reason for the appointment, ask you questions about your pet, and come to your vehicle to bring your pet inside. You can stay in your car during the appointment and we can process your payment over the phone. After the appointment, the technician will bring your pet to your vehicle. Your veterinarian will contact you with the results of any tests once they are in.

Surgical Pet Only Appointments

When your pet is scheduled for surgery, it is important for you to have your questions answered before your companion undergoes the procedure. Please call us when you arrive. You will speak to a technician who will ask you questions about your pet. We will come to your vehicle with a treatment plan for your signature and a phone number where we can reach you that day. The doctor will call and answer any questions you have while you are parked at the clinic. We will contact you via phone once the procedure is completed and give you an estimated pick up time.

Please call us when you arrive to pick up your pet (608-204-2700). We will review the discharge instructions with you, review medications and dosing, and process your payment over the phone. We will bring your pet to you along with any medications and/or supplies.

Prescriptions and Food

You can still call us for prescriptions and food refills. *Please call in advance.* Call us when you arrive to pick up your request and we will process your payment over the phone. We will deliver the food and medication to your car or arrange a place for you to pick it up.

Have Patience

Critical patients will be seen before stable pets, even if you have an appointment. Our team will work as quickly as possible to see your pet in a timely manner while maintaining our highest standards of care.



Personal Distancing

Northside Animal Hospital has implemented these new procedures to reduce physical contact and decrease the risk of transmitting COVID-19 so we can continue to provide care to our patients. It is always stressful when your pet needs medical attention; trust that our medical staff is still providing the highest quality of care to your pet.

COVID-19 and Ill Owners

If you are ill, follow the CDC recommendations and remain quarantined. An adult (at least 18 years old) may bring your pet in for you. A member of our client care staff will consult with you by phone. In the event a symptomatic or exposed owner needs to bring their pet to our hospital, please remain in your car upon arrival and call us (608)204.2700.

These new policies and procedures will be an adjustment for all of us. We are working hard to keep everyone calm and well informed. Our goal is to make sure everyone remains healthy. Thank you for your understanding and cooperation.

The Doctors and Staff of Northside Animal Hospital