



2319 Mershon Drive • Ann Arbor MI 48103
tel 734-385-7161 • fax 734-527-6467

FOUR PAWS VETERINARY WELLNESS
COVID-19 PROTOCOLS

Four Paws is committed to ensuring the health and safety of all your family members (both 4 and 2 legged). We have been and will continue to monitor developments regarding Covid-19 and the guidance of Governor Whitmer, the AVMA, the CDC, and the Michigan Veterinary Medical Association.

The following protocols have been implemented to limit the exposure between houses and protect our clients, pets and staff. Please keep in mind that we are not at full-staff and we are working very hard to meet your requests and the needs of your pets. We ask that you please be patient.

These policies are subject to change without notice.

GENERAL POLICIES

- Most appointments will have pre-screen by telephone or Zoom in the days before the in-person appointment. During this appointment, we will discuss how your pet is doing, your main concerns, bloodwork needed, any herbs or supplements requested, etc. If the appointment is for an annual examination, what vaccines (or titers) will be needed and what preventive medications are requested.
- **These pre-screening appointments will be approximately 15-30 minutes and will be scheduled at the time you schedule your in-person appointment.**
- **If a pre-screen appointment is required, the in-person appointments will not take place if the pre-screen appointment is missed or canceled.**
- If you or a family member is sick, even if the signs are mild, if you have been quarantined after travel or have been exposed to someone who had tested positive for Covid-19, your appointment must be rescheduled.
- Weather permitting, dog appointments will be seen outside, when possible or in a garage with the door open. Whether this is appropriate for your pet's situation can be

discussed at the pre-screen appointment.

- We require that cats be confined to a carrier/crate or confined to a room in the home on our arrival. This room should not contain furniture the pet can crawl under. The normal “cat wrangling” that we do in some cases will not take place during this time to limit exposure time. If your pet is not confined in some way, the appointment will be rescheduled and a travel fee will be charged. You can tell us where your pet will be during the pre-screen appointment.
- Depending on the location of the appointment in the home, it may not be logistically possible for you to be present for the examination.
- We will only be bringing in the necessary equipment needed for the examination. We will not bring in our scale(s) for every appointment.
- All employees entering client homes will wear masks during appointments.
- We request that all clients wear masks during our appointments.
- We ask that you discard any trash that we generate from the appointment (other than needles and other sharps). The trash will be left neatly in a large ziplock bag.
- Payment via credit card will take place following the in-person appointment.