



Always Compassionate Veterinary Care, P.C.
4701 Clairton Blvd.
Pittsburgh, PA 15236
(412) 882-3070

UPDATED CURBSIDE/IN PERSON PROTOCOLS STARTING JUNE 28, 2021:

We will be doing in-person visits for **doctor examinations only (if you prefer the current curbside process, please let us know)**; Surgery Admissions and Technician Appointments will still remain curbside.

Picking up medications or prescription foods: Please call us from your vehicle when you arrive, we will check you out in the parking lot and deliver the products to your vehicle.

In Person Doctor Examinations:

- We are asking clients who may be feeling ill, been exposed to someone who is ill or showing any signs of illness to please stay at home and ask a friend or relative to bring your pet in for their appointment.
- Please limit the number of individuals coming into the building to two (2).
- When arriving for your appointment, please call us from your vehicle and we will check you in remotely. If there is any paperwork to be filled out, we will bring it out to you. When we are ready for your appointment, a technician will come out and escort you into an exam room.
- As you enter the building, we will have an Automatic Hand Sanitizer Dispenser, please stop and sanitize your hands before entering the exam room.
- To help maintain social distance and for everyone's safety, we are asking that clients do not restrain/hold their own pets. Please allow our trained technicians to hold your pet for the doctor.
- If you prefer to not come into the building for your appointment, we can come out and get your pet. The doctor will do their complete examination and call you in your vehicle to review the findings. We can then check you out and deliver any products to your vehicle.

Technician Appointments:

- Please call us on your arrival and remain in your vehicle.
- A Technician will come out and get your pet for the appointment.
- When finished, they will bring your pet back to you and check you out at your vehicle.

Surgery Admissions/Discharges:

- When arriving for your surgery admittance, please call us from your vehicle and we will bring out the surgery paperwork to be filled out and get you checked in.
- The surgeon and/or technician will come out to review the procedure and answer any questions.
- At discharge time, please call us upon arrival and we will get you checked out at your vehicle.
- Then the surgeon and/or technician will come out to review the discharge instructions and answer any questions.

We thank you for your cooperation, patience and understanding with us during this difficult and uncertain time. Please know we are working very hard to provide the best veterinary services possible while protecting the welfare of everyone despite the ever-changing information that emerges daily with COVID-19. Together we can get through this challenging time.

Please be safe and protect your loved ones,

Your Friends at Always Compassionate Veterinary Care