

Welcome Back!!

We are ready to welcome our clients back inside for scheduled doctor appointments **only** (the lobby remains closed). **One person will be allowed to be present for the examination process. Masks will continue to be mandatory regardless of vaccine status.** Please continue to TEXT 916.984.0990 when you arrive, regardless of your reason for visiting. Thank you for helping our team and other clients feel safe while the pandemic continues. No children will be allowed to enter with their parents. If more than one adult is present, only one person may enter the building with your pet, except euthanasia services.

If you are more comfortable with curbside care, choose not to wear a mask, or are feeling ill in any way, please let us know when you arrive and we will be happy to accommodate you, curbside.

Thank you for your patience as we navigate the inevitable hiccups in this process. We are trying hard to serve you as quickly and efficiently as possible.

What to expect during your exam:

We require masks for all clients and team members at all times regardless of vaccination status. If you choose not to wear a mask, we will only provide you curbside service at this time. We request that only ONE family member accompany your pet to the examination room. **Please stay seated and masked throughout the examination process even if staff members have stepped outside the room.** A reminder that pets are often taken to the treatment area for common procedures like anal glands, nail trims, laboratory samples, x-rays, etc.

A team member will call you by phone to collect and record history and then invite you to meet us at the front door. Please request any preventative refills, supplements, or prescription diets at the beginning of the visit so they can be gathered efficiently. You will be escorted to the examination room where your pet will have its physical with the doctor. You will be able to ask questions and express concerns at this time.

Once the examination is completed, and any issues are addressed, you will be checked out in the exam room by the technician. You will then be escorted to the lobby exit.

End of life care:

We will continue to allow two masked individuals to be present with their pet inside during the euthanasia process.

Thank you for your flexibility and patience as we have navigated curbside service. We will keep the lobby area closed at this time to reduce close interpersonal contact.

Your friends at,
Blue Ravine Animal Hospital