



Coronavirus COVID-19 Update

During this time of contagious disease outbreak, we ask you, our clients, to work with us to follow governmental social distancing recommendations to protect your health and that of our staff. Casa Linda Animal Clinic is making efforts to minimize further spread of COVID-19 while continuing to provide veterinary care to our patients and support to our clients. We want to inform you of this temporary procedural change effective immediately.

When you come for your appointment please stay in your vehicle and call to alert us to your arrival. If your pet has an appointment, a technician will call you to take your pet's medical history and then meet you at the front door to get your pet for the exam. The doctor will call you after the exam to discuss their findings and, as needed, any treatment options. Pets may also be dropped off for their appointment if that is more convenient for you. Once the appointment is completed, we will take a credit card over the phone and return your pet to you at the front door and you will be on your way.

If you need to pick up food, medications, or supplements, please stay in your vehicle and call to alert us of your arrival. We will gather the required information, process payment and a team member will bring your food, medications, or supplements out to you.

If your pet is scheduled for a surgical procedure, please stay in your vehicle and call to alert us of your arrival. A team member will meet you at the front door to get your pet. We will check the pet into the hospital and have you sign all of the required forms before scheduling a pick-up.

Know that we are taking every possible precaution to ensure the safety of our team, our clients, and the pets under our care. If you have any questions please call us at 214-328-5445 or email clientservices@casalindavets.com

Thank you for your understanding and cooperation and we hope to return to normal operation as soon as possible.

Sincerely,

The Doctors and Staff of Casa Linda Animal Clinic