



AMCS SPECIALTY COVID-19 SOCIAL DISTANCING GUIDELINES

In order to provide the compassionate care we're known for, AMCS has made the difficult decision to implement strict guidelines to prevent unnecessary COVID-19 exposure to our employees. Their health and wellness are a critical part of continuing to provide care for our patients 24/7. The following is the Social Distancing Protocol we have implemented at AMCS until further notice.

1. We are asking clients to remain in their vehicles when they arrive at AMCS.
 - a. Please park in the loading zone if your pet is experiencing a life threatening emergency, requires extra assistance or a gurney.
2. Please call **206-204-3366** to inform us of your arrival. The front desk will inform the appropriate department. If you are dropping your pet off for a procedure or surgery, the referral coordinator will request the estimated deposit via our website at www.animalmedicalspecialists.com.
3. A member of the nursing team will approach your vehicle wearing appropriate personal protection equipment. They will take a history and will ask for you to remain in your vehicle.
4. We will provide two slip leads to place securely around your dog. Cats must be secured in an appropriate carrier. If we do not feel your pet is secure, we will not remove them from your vehicle for their safety. You will then be asked to move your vehicle into our main parking lot.
 - a. An exception to this is if your pet is experiencing a life-threatening emergency.
5. Your pet will be brought to our treatment area to be examined by their specialist. Their vitals will be taken and the history provided will be communicated by our nursing team.
6. Your specialist or ER DVM will utilize telemedicine (e.g. phone, email, video conferencing, etc.) to communicate their examination findings and treatment plan to you.
7. Your pet will be returned to your vehicle once all recommended treatments and testing have been completed. A member of the nursing team will go over your discharge summary.
8. If your pet is being hospitalized, the agreed upon estimate will be emailed to you for your review. A DVM or nursing staff member will be available via telemedicine should you have any questions.
9. A referral coordinator will call you at the number provided to request payment for your invoice via our website at www.animalmedicalspecialists.com
10. We will be emailing all invoices at this time. However, we will accommodate those who request a hard copy of their invoice without hesitation. Please inform the front desk of your preference.