

First and foremost, we want you to know that we are very excited to announce that we are transitioning to having clients back in the clinic. While we are trying our best to execute this transition well, we do appreciate your patience as we navigate this new “normal.” We have missed interacting with you and we are grateful to have the opportunity to care and advocate for your pets! Hopefully, this list of answers to our most frequently asked questions will help you to understand our operating philosophy during this time and how we have adapted things to ensure that everyone remains safe and comfortable.

Can I still choose curbside service?

Unfortunately, no. To ensure an efficient and organized flow during visits, we are unable to allow for a hybrid or complete curbside service option. To limit traffic in the clinic, we ask that you still call or text us when you arrive and remain in the vehicle until an exam room is ready for you. If you feel uncomfortable coming into the clinic for any reason during your pet’s visit, please relay your concerns to a staff member so that they can address the situation individually with management. We do ask that all prescription pickups and other inquiries remain curbside.

Can I now come inside with my pet for their appointment?

Yes! We are happy to announce that we are transitioning back to more normal operations, but still with some precautions that will allow us to continue keeping our staff and the public safe. Please bear with us as we navigate this transition and adjust our operating procedures. We encourage you to review the back of this sheet for more information about how to make your pet’s visit go more smoothly!

What precautions are you taking to ensure that both clients and staff are still protected?

We want you to know that our number one priority is to keep both our staff and our clients safe while providing the utmost care to your pets. The procedures that we have in place are designed to ensure this and we appreciate your patience as we navigate these changes. **For both clients and staff members, masks are optional.** We will require our staff to wear masks in exam rooms and during interactions with clients who request it. We want to ensure that you feel comfortable and safe during your pet’s visit with us.

We are attempting to minimize traffic into and out of the clinic to limit the risk of exposure and to continue social distancing efforts. We are only allowing two clients into an exam room at a time during each visit and although we are allowing clients back into our office, we are not opening our lobby to the public quite yet. For now, we are asking that you remain in your vehicle and contact us by phone at 803-732-3883 for assistance and a staff member will escort you inside when we are ready for you. Clients will be escorted directly to an exam room where they will remain for the entirety of the appointment, including check out.

We are continuing to clean and sanitize appropriately between patients to ensure that both you and your pet are protected and to minimize the spread of disease. If you have any further questions regarding our procedures and precautions, please don’t hesitate to ask a staff member or reach out to our management team at info@wellpetssc.com.

What if I’m still not ok with this policy?

We respect the fact that we may still disagree on these issues and would hold no ill will should you choose to have your pet treated elsewhere. We understand tensions are high and these are stressful times for all, but please know that we WILL NOT tolerate abusive behavior towards our staff under any circumstance. It is unfortunate we even have to say that, but it’s becoming increasingly more prevalent for clients to take out frustrations with the pandemic on our team members. Know that we reserve the right to refuse service at any time because of such behavior towards our staff. Your opinions are welcome if directed appropriately by emailing our management team at info@wellpetssc.com, they will read and respond to you in a timely manner. In the meantime, please be kind to our staff who are simply here to do what they do best for the love of your pet.

(over, please)

Tips for a Smooth Visit Today

Please be patient with us. We are operating under different circumstances and continuing to improve processes as we learn what works best. We appreciate your patience during this time as we navigate the changes. Please note that our call volume has increased significantly with curbside procedures, and you may receive our voicemail from time to time. We will respond just as quickly as we can. Texting is a great way to let us know that you have arrived, or to communicate other questions or requests. You can text our regular phone number at (803) 732-3883.

Preparing for your visit:

We are excited to have you back in the clinic with us and to be able to work together as a team to provide care for your pet. There are a few things you can do to help make the process of your pet's appointment go much smoother so that we can safely and efficiently provide the utmost care for you and your pet!

- **Please be aware of our precautions prior to coming inside for your pet's appointment.** For *clients and staff members, masks are optional*. However, we will have staff members wear masks in exam rooms with clients to minimize contact and continue to ensure the safety of all parties. Please review the front of this sheet for a full list of precautions that we are following to ensure all parties remain safe and comfortable as we navigate this transition.
- **Please be mindful of the requests of other clients.** Although we are comfortable operating under these precautions and we are trying to minimize traffic in the clinic, you may encounter other clients and we respectfully ask that you continue to social distance when interacting with other clients at the clinic.
- **Please have your pet ready for us.** We ask that all dogs be leashed with appropriately fitting collars or harnesses and that cats are safely secured in carriers. If you do not have a leash or carrier, please communicate that with the staff at check-in so that we can bring out the appropriate means of transportation. We are located on a busy street and occasionally pets can be spooked – we do not want them getting away from us or you for their safety!

Above all we ask that you do not leave your appointment with any questions in your mind regarding the care provided today, nor the course of treatment going forward. We want to ensure we have communicated with you effectively and that the doctor and team have addressed every one of your concerns. If there is anything you feel we have not addressed, please bring this to our attention before you go so we can be sure you leave feeling great about your visit and confident in your pet's care.

Thank you for entrusting us with your pet's care!