

UPDATED COVID & CLINIC PROTOCOLS

MAY 10, 2023

To our valued clients:

Dr. Fleming and the staff would like to thank you all for your patience and understanding during the challenging times of dealing with the pandemic. The protocols put in place to keep everyone healthy and safe were not how we wanted to serve our clients and their pets, but it was through those protocols, Spinnaker Veterinary Clinic was able to remain open.

Now that the pandemic is behind us, we have lifted many of the previous protocols. Sadly, during the pandemic many veterinary professionals left the field, leaving many veterinary practices short on veterinarians and support staff. Currently, Dr. Fleming is our primary veterinarian and on Wednesdays, we have relief veterinarian, Dr. Bald and our business hours remain Monday-Friday, 8am to 5pm.

For **ALL** appointments at the clinic, we are asking that you continue to park in a numbered parking spot and either call the front desk or text us that you have arrived. If you have an appointment with one of the vets, you will be asked to bring your pet inside and escorted into an exam room – no mask is required. Appointments with a technician, owners will remain in the vehicle while we provide the service your pet is here for. If you are here to pick up medication and/or food, we will serve you by curbside or our front desk staff is happy to guide you in prepaying for your items and leaving them in our pickup box located outside the front door for you to pick up at your convenience.

While we are actively seeking additional veterinarians and support staff, most days we only have one veterinarian in the clinic, which limits us to the number of patients that can be seen. While we make every effort possible to accommodate patients who are ill, sometimes we are forced to refer to the local veterinary emergency/urgent care groups.

Our front desk staff calls/text messages/emails every client who has an appointment 2 days prior. If we have not received confirmation from the client, we will repeat the same process the day before. We are asking all of our clients if you receive a message confirming your appointment, please CONFIRM back to us. This helps us tremendously in knowing how many additional sick patients we can accommodate.

It is our goal to give you and the vet appropriate time so that we can provide your pet the very best medical care.

Therefore, the following policies still are in effect:

- No show/no call appointments will receive a \$75.00 service fee applied to their account.
- Clients who arrive 5-10 minutes late for their appointment time will be served by curbside only.
- Clients who arrive more than 10 minutes late for their appointment, may need to be rescheduled and will receive a late fee of \$20.00 applied to their account.

Thank you for being a valued client and for entrusting us with the medical care of your animals.

Dr. Fleming & The Spinnaker Staff