

CONCIERGE CURBSIDE SERVICE ONLY AT THIS TIME

**ONLY STAFF WILL BE ALLOWED INSIDE OUR BUILDING AT THIS TIME**

## **“Hands-Free” Drop Off Appointments at Village Animal Clinic**

**630-690-9191**

Due to concerns about the threat of the Novel Coronavirus, Village Animal Clinic is taking additional precautionary measures to keep our staff, doctors and visitors safe. Effective 3/16/2020 we are implementing a Concierge Service for all your veterinary needs.

### **APPOINTMENTS:**

All “Hands-Free” Appointments will be given a scheduled time by a VAC team member, similar to a regular office visit.

Please pull into a parking spot, give us a call and remain in your vehicle with your pet.

The team member will collect your pet. Please have all cats in carriers and dogs on a controlled leash.

You may then choose to wait in your vehicle while the doctor is examining your pet OR you may choose to leave and return at a later time to pick up.

All communications and transactions will be done over the phone. Please be ready for the doctor’s call within 30 minutes of your scheduled drop off time.

Once the examination and treatments are complete, you may pay over the phone by credit/debit card. If you are paying by check or cash, a team member will take the payment at your car.

All documents, including invoices, will be emailed to you.

### **MEDICATION/FOOD PICK UP:**

Please call us when you are in the parking lot and we will bring these out to your vehicle.

### **SERVICES/HOURS:**

As of now we are open during our regular business hours (8-6 M-F, 730-1 Saturday) and offering all of our services. It is important that our team stay healthy, that we do what we can to limit the spread of disease among our visitors and do our part in "flattening the curve" in our community. Please reach out with any questions or concerns.