

INTRODUCING

Reserved Drop Off Times

*SAME DAY ONLY



253.638.8833



As the weather heats up and our wait times have become significantly longer due to current COVID-19 protocols along with the increased volume of patients visiting our clinic, we have found the need to reevaluate our systems. We will continue to utilize our curbside check-in for the foreseeable future which is proving to keep our staff and clients safe.

So what's new? Our team has been hard at work to find a system to better serve you and your pets. Starting Monday, June 22nd, we will be offering Same Day Reserved Drop Off Times.

- Starting at 9:00 am each day we will begin taking calls for that day's available time slots. We recommend calling early as we expect to fill the spots quickly. We also anticipate a high volume of calls at that time and expect our hold times to be much longer. Please do not leave a voicemail if you are unable to get through as we are unable to check voicemails immediately.
- Once all drop-off times are filled for the day you will be placed on a waitlist. We will call you if spots open or the day allows for additional visits. Our waitlist is for that day only and does not roll over to the next day; you will need to call us again to reserve a new time.
- When you arrive at your reserved time please call the phone number posted on our window to let us know you have arrived. A team member will come out to your car to retrieve your pet. As a reminder cats must be in a carrier and we will bring our own leashes out for dogs. A member of our team will let you know what time to return to pick up your pet.
- Life-threatening emergencies, euthanasia, and urgent cases as determined by the veterinarian will continue to take priority above all other procedures and can cause potential delays.
- Technician visits that do not require a doctor examination will continue to be seen on a first-come, first-served basis. These services include vaccination boosters not requiring an exam, nail trims, anal glands, suture removal, etc.

Our expectation is to decrease the time spent waiting in your vehicle and provide a less stressful visit for you and your pets. We appreciate your patience and understanding as we navigate this new system and we make the necessary adjustments. Your kind feedback is greatly appreciated and will be directed to our hospital leadership team. In addition, please call us if you have any questions.