



As the city moves into a new phase for combating COVID-19, we wanted to reassure our clients we are still seeing patients. Appointments are triaged and schedule according to urgency. As part of our precautionary steps to avoid the spread of illness, we have locked our doors and are asking all clients to remain in their vehicle. If you are here for an appointment, picking up a pet or supplies, please call our office once you arrive and speak with our staff. We will give you further directions at this point.

If you need to refill medication or prescription food, we are requesting 24 hours notice. You can request an appointment or a prescription on our website or through our Pet Page App.

Things you can do to help us during this process:

Please make sure we have a good email and phone number for any communications.

For refills on your pet's medication or food, please contact us 24 hours in advance. While you are welcome to call the office, our phone may be extremely busy at times. We would appreciate requests be sent through our website, through email or text or through our Pet Page App.

If you are here for an appointment, please get out of the car to transfer your pet to the staff member. All pets must be leashed or in a carrier. Be ready for us to slip a leash over your pet and then unhook your own leash. If your pet is in a carrier, we will carry the carrier into the building.

Be prepared to pay with a card over the phone.

We appreciate your patience and understanding as we work hard to stay open and help pets during the uncertain time. You and your family are in our hearts as we prepare to hunker down. Please be safe.

The doctors and staff at College Village Animal Clinic