



What we are doing now to keep you and our team safe:

We are doing **Curb Side Service** for all appointments and drop offs. We are still open but our hospital is closed to everyone except team members and pets.

This is the process for all appointments or drops offs:

- Please give us a call at 592-9999 when you arrive in our parking lot.
- Our front desk team will check you in and put you on a brief hold for a technician to speak to you.
- Our technician/nurse will come on and take a current history along with any concerns or questions you may have. -
- Another technician/nurse who is protected with mask, gown and gloves will come out to your car and get your pet.
- The Doctor will call you after their exam and discuss further treatments and answer any questions.
- Our doctor and technician/nurse will then finish any treatment needed.
- Our front desk team will then call you to make any necessary future appointments, check you out and take payment over the phone.
- Our technician/nurse will then bring your pet back out to your car. Even though our technician is wearing protective gear, we still ask everyone to try to maintain the recommended 6ft distance.

The only exception is those who have to say goodbye to their precious babies. We understand that is a very special time and we will give you additional instructions to allow you to be there for the appointment.

And for those who are waiting for their Royal Canin and Hills prescription foods, we still did not receive our delivery. We will call you as soon as we get it in. We are trying to get similar food from Purina. We have received Purina HA for those clients waiting for Royal Canin HP. Please call our office if you would like to switch foods.

Other changes:

We are allowing more time for each appointment and have only one Doctor on so we can maintain our safety protocols. Our team may contact you and ask that we move your appointments to a different day and time. We would appreciate that our clients be open to seeing the doctor scheduled. We know it is an inconvenience, but seeing a particular doctor is not something we can currently promise especially when your pet needs to be seen right away. We have very limited appointment slots. We are encouraging all of our clients whose pets need to be seen to do a drop off appointment. Your day board charged will be **WAIVED** as long as we are doing curbside. We are trying to email any paperwork that you may need to sign when coming for a new or drop off appointment. If you have previous records for your pet, please email them ahead of time to: caring@kakaakopethospital.com. We can also request your pet's records from their previous vet if you provide that information when making your appointment. That way hopefully we will not keep you waiting when it's time for your scheduled appointment and we can limit the time of in person contact. Also in order to be able to treat all pets that need care, we have extended our Friday hours till 8pm.

We now offer **telemedicine** through TeleVet. You can download their APP from the Apple and Android stores. But please note that some health conditions need to be seen by a Doctor in person. Our team can help you determine if telemedicine would be a good option for you.

If you need any refills of medications, supplies or food, we ask that you call, send a notification through our APP or email us versus coming in to our hospital. We will work to fill your orders and call you when they are ready. We will process your order and payment over the phone. When coming to pick up your order, please call us at 592-9999 when you have arrived at our hospital. We have a special table outside our front doors for you to pick up your supplies.

For our elderly and immune compromised clients who cannot pick up their food orders, please call our office and we will try to make arrangements to deliver the food to you. And many medications with a doctor's approval, can be mailed to you for a minimal shipping cost.

This situation is continuing to evolve and we at Kaka'ako Pet Hospital will be working diligently to keep you up to date via our APP which is free to download from both the Apple and Android stores, Facebook and our website: www.kakaakopethospital.com on any changes that may affect your pet's healthcare and our hospital operations. We are making these changes so we can keep our team healthy and so we can continue to provide needed medical care for you and your furry, feathered and scaled family members. Do not hesitate to contact us with any questions or concerns you have. Thank you for your patience as we adapt to this evolving situation. We are here for you. We can weather this Covid storm together!!

Your Kaka'ako Pet Hospital Team!

