

PET DOCTOR 911



Small and Exotic Animal Care for the Rio Grande Valley

Attention Clients

- Due to Covid-19, clients may not enter the facility. Only the patient will be allowed into the facility.
- Clients are to wait in their vehicle while the patient is being examined. If the client leaves the facility while the patient is being examined a \$45 hospitalization charge will be applied to the final bill.
- Client **MUST** answer their phone as they will be receiving multiple calls from Pet Doctor 911 regarding their pet. If the client fails to answer all treatment will cease until we are able to reach the client.
- Due to COVID-19 all walk-in visits will be seen as an emergency visit at an \$89 consultation.
- Medication and preventative refills are to be refilled once the client arrives at the clinic unless paid in advance over the phone.

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Atención Clientes

- A causa del COVID-19, no se permitira la entrada de clientes a la instalacion/clinica. Solamente el paciente esta permitido entrar al instalacion/clinica.
- Clientes deberan esperar en su vehículo hasta que el paciente sea examindo. Si el cliente se va de la clinica mientras el paciente esta siendo examinado, un cargo de hospitalizacion de \$45 sera aplicado a la factura final.
- Clientes deberan contestar su telefono celular ya que estaran recibiendo multiple llamadas de Pet Doctor 911 en referencia a su mascota. Si el cliente no contesta la llamada(s), todo tratamiento sera descontinuado hasta que podamos contactar al cliente.
- A causa del COVID-19, todas visitas sin cita seran atendidas como visita de emergencia con el costo de \$89 por la consulta.
- Rellenar recetas de medicamentos o preventivos seran rellenos una vez que el cliente llegue a la clinica al menos que hayan sido pagado de antemano por telefono.