

ANNOUNCING CURBSIDE SERVICE PROTOCOL

Due to concerns about the threat of COVID-19, our hospital is taking additional precautionary measures to keep our staff, doctors, animals, and clients safe. As we are sure you are aware, the situation in Charlotte, North Carolina is changing on a daily basis. Effective Tuesday, March 24th, we will be implementing Curbside Service for all your veterinary needs. This is a strategy being put into effect at many animal hospitals nationwide.

We would prefer to have staff only in our building as often as possible. We ask that you give us a call as you approach the hospital. Please remain outside with your pet. We will discuss your pet's needs by phone and at the end of the phone conversation, a staff member will meet you outside to bring your pet into the building for examination while you remain outside or in your vehicle. When the evaluation is complete, we will discuss any findings and recommendations with you by phone. Please have all cats in carriers and dogs on a controlled leash. Per the CDC's recommendation, please maintain a 6-foot distance from others. If an exception needs to be made, please call ahead to discuss it with our team.

If you need prescription medications, heartworm or flea/tick control refills or prescription diets, please call ahead and give us another call when you are outside and we will bring these out to you. These items may also be ordered and delivered through our online pharmacy located here: <https://longanimalhospital.securevetsource.com/site/view/HomeDelivery.pml>

Please be assured, within our hospital, we are conducting frequent cleanings and using appropriate disinfectants to help protect our hospital environment. Our clinicians and staff continue to practice safe hand hygiene, with clinical teams also wearing personal protective equipment as warranted. We are paying increased attention to social distancing and ask that you do the same during your visit.

Our goal is to continue to provide full-service veterinary care to your beloved pets while keeping everyone as safe as possible. As of now, we are open during our regular business hours and offering all of our services. As always, we will update you should anything else change. It is important that our team stay healthy, that we do what we can to limit the spread of disease, and that we do our part in "flattening the curve" in our community. We hope for your support and understanding during these difficult times.