

COVID-19 UPDATE FROM MILLIS ANIMAL HOSPITAL

At Millis Animal Hospital, the safety and wellbeing of our patients, clients, and staff is our top priority. All visits are being conducted on a curbside basis.

We are available during our normal business hours (8-12 & 1-5 M-F/ 8-2 Sat / Closed Sun) BUT with a very different protocol. We are here to help and support our established clientele with both sick and wellness visits.

We have been experiencing prolonged wait times, often over 1 hour. As a result, we may stop taking patient check-ins 1 hour before any closing time (i.e. lunch or end of day). We apologize in advance for any inconvenience this may cause. We are doing our best to be as efficient as possible while taking appropriate safety precautions and providing great patient care.

Upon arrival, we ask that you check-in by scanning the QR code by your parking spot with your phone's camera. Click the link that pops up and you will be directed to our online check-in page. Please fill it out and hit submit.

Alternatively, call us at **314-647-8223** if you need to speak with a receptionist to check-in.

Please **REMAIN IN YOUR VEHICLE.**

- Please wear a mask while interacting with staff members.
- Prepaid medications and/or supplies will be brought to your car.
- Patients needing treatment will be picked up from your car by a staff member.
- Please have pets on a leash or in a carrier.
- All communication will be done by phone.

***If you are waiting to receive a call back from a doctor or staff member please note this will probably come from a blocked caller ID number.

***Please plan ahead and do not wait until you are out of needed medications or medical supplies for your pet. Both our in-clinic and online pharmacies are under great stress which may delay or impede our ability to fill your orders. In-clinic medication requests may take up to 24-48 hours to fill.

Please be patient! This is a stressful time for everyone. We are doing our best to make sure we are able to care for your pets.

-Millis Animal Hospital