



Signature
Veterinary Services

Our team at Signature Veterinary Services cares deeply about the health and safety of our clients, patients, and community. As an essential business, we are committed to providing medical care to our patients while keeping our staff and your family safe.

Navigating the evolving guidelines for the COVID-19 pandemic has acquainted us with best practices to not only ensure the mutual health and safety of our clients and our team, but also to ensure a comprehensive visit that minimizes stress for our patients. The information below details the changes we have permanently implemented so that our clients understand the experience they can expect from our progressive mobile veterinary team.

Thank you for entrusting us to be your pet's healthcare provider. We hope this information proves useful for your upcoming visit, and we encourage you to call us with any additional questions.

Safety Precautions

In order to be considerate of our medical team and our other clients, we ask that you please reschedule your appointment if you or a family member are sick, or if you are quarantined. We have [telemedicine](#) options available so we can still be of assistance to you and your pet(s). If anyone in your family is displaying COVID symptoms, or has been exposed to anyone with COVID symptoms, he/she is not permitted to attend the visit so as to protect our staff and the other families we assist.

Appointments will be conducted on our mobile units, which will remain client-free indefinitely with a few exceptions, including end-of-life/quality of life visits and extenuating circumstances, such as patients with severe mobility issues.

For non-euthanasia visits (for canine patients) that cannot be conducted on our mobile units, we kindly ask you to prepare an outdoor shaded area in which our medical team can perform an exam while maintaining social distance. Clients are not permitted to assist with restraint or holding, or otherwise have contact with their dog(s) during our examination. Please understand that a pet's unwillingness to enter the mobile unit due

to fear, stress, and/or anxiety is not an exception to our policy. We will calmly and gently assist these pets onto our mobile clinic for evaluation and treatment.

PERSONAL PROTECTION

Our team is currently wearing cloth face masks while at appointments. We are conserving medical grade PPE for our human counterparts. We ask that you also wear a mask for your appointment during any period of face-to-face contact with our staff.

DISINFECTION

We continue to clean and disinfect our mobile hospitals routinely while also increasing personal hygiene practices (i.e. hand washing). We are exclusively utilizing electronic paperwork to minimize contact with vectors for disease transmission.

What to Expect at Your Visit:

- Our standard appointment length is 30 minutes per pet. We structure our house call schedule based on this length and strive to be as punctual as possible. We depend on you to complete our [pre-visit questionnaire\(s\)](#) **in advance** of your upcoming visit so that we can best prepare and optimize our time together. Similarly, we also require previous records to be provided **in advance** of your visit. We will gladly contact previous veterinary hospital(s) directly to request records though some hospitals do require clients to authorize release of records before they will send them to us. Failure to complete pre-visit questionnaire(s) and/or facilitate acquisition of previous records in advance of your visit can lengthen the appointment and result in assessment of extended visit fees.

- Upon arrival, a team member will meet you outside your home.

For dog appointments, please bring your pup to the front door. We will meet you with our own leash to take the patient to our mobile clinic.*

For cat appointments, please have your kitty already in a carrier and hand the carrier to our team member at the front door. If you are unable to load your kitty into a carrier, please isolate him/her in an area that is easily and quickly accessed. We will take the patient to our mobile clinic.*

**Conducting appointments exclusively on our mobile clinics and prohibiting direct client involvement in appointments has demonstrated that appointments flow more efficiently and effectively through eliminating many factors that contribute to our patients' fear, anxiety, and stress.*

- Following the examination and any pre-approved services, a team member will call, text, or come to your door to discuss findings and recommendations.
- After payment is collected and your pet is discharged, we will email any applicable discharge or follow up instructions, a copy of your itemized invoice, and an updated vaccine record (if your pet received vaccines).

We appreciate your understanding as we seek to maintain personalized veterinary care while also ensuring efficiency and safety to the best of our abilities.

Frequently Asked Questions

Q: How can I prepare for my upcoming, at-home veterinary visit?

A: Completing pre-visit questionnaire(s) and providing previous records for your pet(s) in advance of the visit is required. The pre-visit questionnaire(s) give(s) you the opportunity to provide a detailed history, document any concerns you have and ask any questions that you would like answered at the visit. It is easy to forget many of your questions during the visit itself. Completion of the questionnaire(s) also decreases the amount of fear, anxiety, and stress your pet will experience as it means less time confined during the appointment. It also results in a streamlined physical exam and treatment plan, as the medical team will know the exact areas of concern and be able to more appropriately direct their attention. Previous records acquaint us with your pet's medical history and enable us to compare past diagnoses and findings with present ones. Failure to complete questionnaires and/or provide previous medical records can result in the assessment of extended visit fees.

Q: Why does my pet have to be seen on the mobile unit? Why can't he/she be seen in our home?

A: A mobile veterinary visit is considerably less stressful for our patients. There is no travel ("car") time, no waiting room with other pets, smells, and/or sickness, and no other emergencies or events to distract your pet or the medical team. And, believe it or not, it is less stressful to have a physical exam and services performed in the vehicle than it is to have a stranger in your pet's personal safe area (your home).

Q: My pet only lets me (the client) handle him/her. Can I assist at the visit?

A: Our medical team has been extensively trained to handle, restrain, and perform services on pets of all temperaments. Even historically aggressive pets can often be

managed in a Fear Free way if the team is allowed to follow the appointment structure as set forth above. There are a few situations in which injectable sedation may be needed and these situations can be discussed at the time of the appointment. However, it is important that the team be allowed to attempt the appointment using the outlined structure first in order to gauge the severity of the fear, anxiety and stress and determine if intervention is needed. We unfortunately cannot allow pet parents to restrain their pets during the exam or services.

Q: Why am I unable to be on the mobile unit with my pet during the visit?

A: In addition to attempting to maintain adequate social distance, your pet is the sole patient at the time of his/her appointment and will receive our medical team's full and undivided attention and care. However, this is still a medical visit, which may include injections, blood collection, nail trims, and rectal palpation, all of which can increase stress. A family presence adds to this stress by increasing your pet's "protective" instinct which significantly increases anxiety.