



Towne and Country Animal Clinic
801 N. Broad St.
Fairborn, OH 45324
(937)878-4009

NOTICE: EFFECTIVE IMMEDIATELY:

**Entrance to clinic is restricted to employees only.
Drive-Up/Curbside Veterinary Care is Available.**

In accordance with the public health recommendations to help curtail the spread of Covid-19 (Coronavirus) and to safeguard the health of our staff and clients, we will be restricting entrance into the clinic to **EMPLOYEES ONLY** until further notice.

WE ASK THAT ALL CLIENTS WEAR A MASK WHEN INTERACTING WITH STAFF MEMBERS.

HOW OUR DRIVE-UP SERVICE WILL WORK:

- 1) When you reach the clinic, **PLEASE REMAIN IN YOUR VEHICLE**, Call us at: (937)878-4009 to notify us of your arrival.
- 2) We will obtain and necessary information about you and your pet over the phone.
- 3) **For appointments:** One of our staff will call you back to obtain a full patient history. The receptionist will verify your reason for visit, car you are driving and phone number for a staff member to call back.
 - a) Once history is taken, one of our staff will come out and bring your pet into the clinic. After your pet has been examined, we will discuss with you our findings and a treatment plan.

b) Card payments will be taken over the phone, we are still accepting cash and check as well.

- Exceptions may be made for certain visits on a case by case basis.
- While we will attempt to keep things running as smoothly and efficiently as possible, please arrive early and allow extra time for your appointment. Thank you in advance for your patience and understanding!
- Please call the clinic for any business that does not require your pet to visit. If you need a prescription filled, food or other over the counter items, please call ahead so we may get it ready for you.
For food: Please call ahead to order your food and pay over the phone when ordering if paying by card. Please pick food orders up within 24 hours.
For prescriptions: Please allow at least 24 hours for Rx's to be filled. This includes supplements and heartworm medications. When you are ready to pick up you may call ahead and pay, or pay over the phone at pick up.
- If you are ill or suspect you may have been exposed to Covid-19 or if you are in a high risk group, PLEASE STAY HOME.
- We ask that you wear a mask anytime you are interacting with staff. This includes when they bring items to your car. Please wear your mask fully over your nose and mouth.
- This is a fluid situation and we will attempt to keep you apprised of any changes.

We truly appreciate your patient and patronage during this trying time. We will do our best to continue to provide the excellent care that we strive for and to keep our staff and clients safe.

Thank you, The staff of Towne and Country Animal Clinic