

Carside Appointment Procedures

Doctor Visits:

1. Request clients call the front desk from their vehicle to notify team of arrival. Ask the client for their car color and make. Note on the check-in sheet/folder to notify the assistant of the patient's arrival with the car information.
2. The assistant or CVT will call the client to get a history and then will walk out into the parking lot to collect the patient (wearing gloves).
3. The patient and assistant will enter the building and meet the doctor in the examination room.
4. The doctor will do the examination and come up with a plan.
5. The doctor will call the client in the parking lot to discuss a recommended treatment plan. At that point, team can direct the client for them to stay in the parking lot or leave for a short period.
6. The doctor will proceed with the treatment plan per owner approval all in the same examination room.
7. Once diagnostics have been done the doctor will call the client and explain next steps. medications etc.
8. The patient will then be delivered back to the client in the parking lot and the client will be checked out in the parking lot.
 - a. Mobile payment systems: Once they have signed the screen, the screen needs to be disinfected with rescue wipes.
 - b. If payment system cannot be moved, call client and process payment over the phone with credit card.
9. The assistant will return to the exam room and sterilize the room.

Surgery Check-in and Check-outs

1. Client will call like the above protocol with doctor visits.
2. The check-in technician will go pick up the animal and have the client sign the paperwork. The technician will then ask the client if they would like call before the procedure or just a call from the doctor after the procedure. Please clarify with the client.
3. When the check-out arrives, the client will call the clinic and the front desk will take payment from the client over the phone.
4. The check-out tech will talk with the client on the phone and then proceed with bringing the patient out.

Tech Appointments

1. The client will call upon arrival and the color and make of the car will be noted and placed on the check-in sheet. The front desk will clarify reason for visit.
2. The technician/assistant will then go and collect the patient and proceed with the tech appointment.
3. The payment will be collected when the patient is brought back to the car and the signature form will be signed and then disinfected.

Medications/Food

1. If clients are requesting more than what is typically refilled per time, direct them to the online store and have approval from the doctor to refill.
2. Take the call, obtain the car make and color, and then ask whoever is up front or to bring the medication/food to the client in the parking lot and
3. Bring the food or medication out to the client and have them pay in the parking lot, similar to what is described above.