

Coronavirus COVID-19

Scripts for Client Calls and Reminders

Kerbside Concierge Servicing

When clients call to book appointments, explain the process:

- Please call us from your car when you arrive for your pet's appointment. A veterinary nurse will meet you in the carpark. We will take your pet inside the hospital and perform care while you wait in your car.
- A veterinarian will call you on your mobile phone to explain exam findings, treatments, and medications.
- A receptionist will review your pet's services and fees over the phone and get your credit-card information for payment.
- The veterinary nurse will bring your pet, medications, and paid receipt back to you in the carpark.
- We appreciate the opportunity to care for your pet and have a safe environment for everyone.

Reminders

SMS appointment reminders should be altered to read:

*** Your appointment at _____ is confirmed for 18/03/20 @ 11:05 AM. Call ahead on _____ and inform us if you are feeling unwell. ***

Modify ALL reminders to have a similar advisory note added to them:

*** Should you be feeling unwell, we ask that you stay at home or organise an alternative person to bring your pet in. If your pet needs urgent assistance and you need to drive in, please remain in your car and call reception on _____ to let us know your situation and we will instruct you on our alternative check in and consultation process. ***