

Dear Clients,

We are excited to see you inside our clinic again! Please pay close attention to our updated appointment guidelines beginning **Monday, June 28, 2021**.

Only (1) person per pet will be allowed inside the clinic. (Exceptions made for Euthanasia appointments or other pre-approved accommodations). If you are unable to meet this requirement, we are happy to provide curbside service. There is no waiting area at this time.

We encourage our unvaccinated clients to follow current CDC recommendations regarding masks. If you are feeling ill or experiencing any symptoms of COVID-19, reschedule your appointment for a later date. If you have been in contact with anyone that has tested positive for COVID-19 within the last two weeks, please inform us so we can provide curbside service while you wait in your vehicle.

**Routine or Sick Pet Appointments:**

1. Call 920-982-2733 when you arrive for your appointment.
2. One of our receptionists will meet you at the door and escort you and your pet to an available room. (Rooms are sanitized between every appointment so if a room is not yet available, you will be asked to wait in your vehicle and will receive a call back when ready).

**Surgery Appointments:**

1. Call 920-982-2733 when you arrive for your appointment.
2. A Technician will call you back to check you in over the phone and meet you at the door to take your pet.

**Technician Appointments:**

1. Call 920-982-2733 when you arrive for your appointment.
2. A Technician will call you back, meet you by the door, and escort you and your pet to an available room.

**Boarding Check-In / Check-Out:**

1. Call 920-982-2733 when you arrive during posted times only.
2. Kennel staff will meet you at the door.
3. Sunday/Holiday pick up 4:30-5:00p.m. ONLY at front door, no calls.

**Pharmacy:**

1. For prescription refills, CALL AHEAD 920-982-2733, select #1 for Pharmacy and leave your name, pet's name, medication needed, and phone number. You may also request refills through our website's **Pet Portal** tab at [www.wrvet.com](http://www.wrvet.com). \*\*\*Please allow 24 hours for processing.
2. You will receive a call or text when your pet's prescription is ready.
3. When you arrive, come inside to pay and pick up.

Your safety is important to us! If you prefer curbside service only, we are happy to provide upon request. Please mention when making your appointment and when calling from our parking lot.

Thank you for entrusting Wolf River Veterinary Clinic to care for your pet(s). We are confident that our updated appointment guidelines will allow better communication and efficiency. We appreciate your patience and understanding if we need to make any modifications.

Sincerely-

The Doctors and Staff at Wolf River Veterinary Clinic

