

Why can't I come in with my pet?

Answers to questions about curbside service



We understand that you would like to be with your pet in the examination room.

We enjoy having you there, too. It's much easier for us to talk to you directly about your pet's health.

However, right now we are following the recommended guidelines of the Oregon Health Authority to continue with "curbside" intake and pickup of animals wherever practical to minimize the number of clients in waiting areas and exam rooms.

Although this creates a lot of extra work for our staff, we are committed to complying with these safety guidelines during the COVID-19 crisis, and to protect our clients' health and safety.

Why does Oregon have such restrictive guidelines for animal hospitals?

The State of Oregon, under Gov. Brown, has issued detailed guidelines in place for all businesses. The medical health fields, including veterinary medicine, adhere to direction from the Oregon Health Authority, which works closely with the governor and her leadership team.

Are these still necessary? Restrictions have been lifted on other things.

The State of Oregon has eased some restrictions where it is essential to get parts of the economy restarted. But we don't expect to see a change for a while on safety measures like curbside check-in until COVID-19 infections significantly decrease in our state.

Let's make this work, together.

We recognize that curbside check-in is inconvenient for you, and it raises challenges and a lot of extra work for our veterinary staff. It's hard on all of us, and we miss getting to see you as we used to before the pandemic.

We want to re-open our waiting rooms as soon as we can. But in the meantime, let's continue working together to make your visit as easy as possible, using curbside protocols.