



LYNDON VETERINARY CLINIC

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Closed Lobby Policy for General Practice Patients

(As of March 23, 2021)

In order to achieve the highest level of safety for our staff and clients alike in the face of the COVID-19 pandemic, we have instituted a closed lobby policy, meaning that only staff will be allowed in the building until further notice. We are now able to schedule all appointments as needed, both emergent and routine.

When you arrive, please call our office at 315-445-8170 to let us know you're here. Over the phone, a licensed technician will ask you some detailed questions and then will direct you when they're ready for you to meet them at the front entrance with your pet. Please consider our staff's health and wear a mask at all times when interacting with them. Your pet must be secured either with a leash and collar for dogs or sturdy carrier for cats to ensure safe transport.

We will request that you wait in your car while Dr. Davis performs his exam and do not leave our parking lot. Afterward, he will call you to discuss his findings and treatment recommendations, if applicable. Next, a technician will discuss a detailed estimate. If you elect to proceed, the technician will notify you if you should stay and wait for your pet or if discharge will need to be scheduled at a later time. A technician will call you when your pet's care is complete to collect payment over the phone, and you will be advised that you can meet a staff member at the front entrance to retrieve your pet or a discharge time will be scheduled.

Thank you for your patience and understanding as we continue to navigate changing conditions. Please feel free to contact us to address any questions or concerns you may have.