



## LYNDON VETERINARY CLINIC

Eric M. Davis, DVM  
Diplomate, American Veterinary Dental College  
Fellow, Academy of Veterinary Dentistry  
6867 East Genesee Street  
Fayetteville, New York 13066  
(315) 445-8170  
[contact@lyndonvet.com](mailto:contact@lyndonvet.com)



### Closed Lobby Policy for General Practice Patients *(As of March 20, 2020)*

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. In accordance with the requests of our legislature, we have also suspended routine care, such as annual vaccination updates and annual dental cleanings with no overt concerns. Two notable exclusions to this policy are kitten or puppy initial vaccination series and examinations and diagnostics related to monitoring an ongoing health issue. If your pet is in need of routine healthcare and you have concerns about delaying this, please contact our practice manager, Caitlin, at [caitlin@lyndonvet.com](mailto:caitlin@lyndonvet.com) to discuss a plan.

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 come to your vehicle to retrieve your pet. Your pet must be secured either with a leash and collar for dogs or sturdy carrier for cats to ensure safe transport between your vehicle and our hospital.

We will request that you wait in your car while Dr. Davis performs his exam. 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 your pet will be brought back out to your car or a discharge time will be scheduled.

This is a stressful and uncertain time for all of us, so we will do our very best to make this new examination process as smooth as possible. Please feel free to contact us to address any questions or concerns you may have.