

**Please carefully read our UPDATED COVID- 19
Guidelines prior to your visit**

As of January 1st we will be returning to full curbside service. We believe that this is the best plan to follow for the safety of all staff and clients. Prepare for your visit below:

Purchases/Medications: Stay warm and let us do the work! Call when you arrive and we will package your items and process payment remotely. Let us know which brightly colored cone you parked behind and we will deliver right to your vehicle. **RX:** <https://lanokaoaks.com/prescription-refill-form/>
Use our refill form to guarantee that your medications are ready when you are!

Pet Examination Appointments:

Both veterinarian appointments and technician services will be curbside. Your appointment will begin with a conversation with a skilled veterinary technician and conclude with a phone call by our veterinarian. Meanwhile your pet will enjoy one at a time stress-free attention. You will also receive a written “report card” for your pet. Please stay warm in your car and call us upon your arrival. We will send a team member to bring your pet inside. Think of them as VIP valet service for your pet! Please complete the appropriate **form** & click to send before your appointment. <https://lanokaoaks.com/forms/>

Open Air Appointments:

(April-November) Examinations are completed outside in a secure fenced area. These appointments are scheduled at the discretion of the staff. If the weather is not suitable your appointment will be completed as either of the above. Proof of vaccination, social distance and masks are required.

End of Life Consultations :

Please call us to arrange a private appointment.

We believe there are many ways to approach a situation and it is our goal to respect each individual’s personal decision. We hope in this way we provide the best communication and pet health outcomes.

Thank-you!

Sincerely,

Your friends at Lanoka Oaks Veterinary Center