

Midwest Animal Hospital

11205 183rd Place
Orland Park, IL 60467
708-478-7788

MIDWEST
ANIMAL HOSPITAL



Procedure and Policy due to COVID-19 - Updated 4/28/2020

Due to the extension of the Shelter in Place to May 30th, we will continue to serve our clients in alternative ways. As this situation has changed, we have had to amend our protocols and procedures. We appreciate your patience through this.

If you are experiencing symptoms or have been exposed to someone who has tested positive for Coronavirus, please self quarantine and ask another family member or friend to bring your pet to our facility. Also since the State of Illinois is requiring masks to be worn in public after May 1st, please wear masks when interacting with our staff. We also ask that you wait in your vehicle until a staff member instructs you to come up to the entrance so that we can minimize the number of people near each other and the staff.

The following updates will be made **effective, Friday, May 1st, 2020** in an effort to protect both our staff and our clients.

If your pet requires medical attention, we ask that you call the hospital from your car and we will provide check-in instructions over the phone. A team member will meet you in front of the hospital and bring your pet inside for a doctor's exam. While you wait in your vehicle, please have your phone available to discuss treatment recommendations with a doctor over the phone.

We also have **Telemedicine** available if you are unable to come to the hospital. You can try our new app called **Medici**. Medici allows a patient to get a virtual visit with a doctor for \$39 from your home. As long as your pet has had an exam within the last 12 months, we are able to offer this service. If medications are necessary, the doctor will prescribe them and have them waiting for you to pick up. If we need to see your pet, a discounted exam charge will be charged in the hospital when they are brought in. All you need to do is download the Medici app. When downloaded, search for Midwest Animal Hospital and then send us a message,

Boarding, Daycare and Grooming reservations will be handled the same way. Just give us a call from the parking lot and we will check your pets in for those services. As always,

Grooming requires an appointment and we are asking that Boarding and Daycare reservations are made in advance also.

We are offering **curbside pick-up for medication and prescription diet refills**. When you arrive, please call the hospital and we will bring your pet's medication/diet to you outside. All payments for these items will be taken over the phone. If you would like **home delivery** of these items, you have a choice. You can use our online store that is available through our website. Visit www.midwesthospital.com and click on our "Shop" tab. You can also request home delivery from the hospital. On Tuesdays and Thursdays, home delivery will be available for a \$5 charge. We will deliver medications and prescription diets to clients within 10 miles of the hospital.

We also have the option of **text messaging** if you just have a question. Just text **708-401-6146** to get information about procedures, about hours, your pet's vaccines, refills and more. You can also **email** us at contact@midwesthospital.com.

And of course, you can always **call 708-478-7788** to get information from our Staff.

Please help us in our efforts to keep our staff safe so we can continue to care for sick or injured pets.

The Doctors & Staff at Midwest Animal Hospital
