

**Midwest Animal Hospital**

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

**MIDWEST**  
ANIMAL HOSPITAL



**Procedure and Policy due to COVID-19 - Updated 12/29/2020**

Our protocols for checking in and out for doctors, surgery, grooming, boarding and daycare remain the same with lobby check-in, phone check-in or texting check-in. The phone volume has been exceptionally high so at times it can be difficult to get through. We have additional staff answering the phones to handle the increased calls. If you do come into the lobby to check-in, dependent on the number of people in the lobby, we may ask you to go back outside and wait in your vehicle. The daycare lobby remains closed at this time.

We have **telemedicine available through the app "Medici."** After downloading the app on your mobile device, you can sign in and consult with a doctor for a reduced exam charge. We just need to have seen your pet within the last 12 months in order to prescribe medications if needed. If an in-hospital visit is necessary after your Medici consult, there will be a reduced exam fee due to the charge through Medici.

Have questions? **Our text number is 708-401-6146.** This is active during our business hours only. You can make reservations for boarding, daycare and grooming through texting. You can also request prescription refills through texting. If you need to find out a specific doctor's schedule or what our hours are, we can respond through texting.

Our business has been affected by COVID just as many other businesses have experienced. Please understand that we are doing the best we can to service our clients with reduced staff. The goal is to continue to stay open in order to care for our patients.

Thank you for your patience and understanding during these unprecedented times.