

COVID-19

Veterinarians are Essential

The team at RCCC wants you to know that we are here for you! Veterinary clinics are an essential business. Please don't let your sick kitty suffer at home until this pandemic is over! We are also here to refill medications and prescription food.

APPOINTMENTS AVAILABLE FOR ESTABLISHED CLIENTS

MINIMIZING COVID 19 HUMAN RISK

We are operating with modifications to make our environment as safe as we can for our clients and staff. Curbside service has replaced our normal operations. Clients are not authorized in the building. Please remember our team is putting themselves at risk by coming to work. If they don't stay healthy, they won't be able to help you. We appreciate your understanding.

OFFICE HOURS

subject to change

Monday-Friday
8am-12:30pm & 1:30pm-6pm
Closed Weekends

closed daily 12:30-1:30 for lunch

BE PREPARED

Remember to bring:

- ✓ charged *mobile phone*
- ✓ cat in a secure carrier
- ✓ credit card

*If you don't have a mobile phone, notify us when scheduling your appointment so we can make alternative arrangements. You will be asked to reschedule if you forget a phone.

ARRIVAL

1. Upon arrival, call us at 916-441-4727
2. Remain in your vehicle with your pet.
3. A technician will call you shortly after check-in to discuss your primary concerns and overall cat's health via phone. At the end of that call, you will be asked to bring your cat in it's carrier to our curbside window for intake.
4. Upon intake, your pet's carrier handle and door will be wiped down with a disinfectant.
5. Return to the safety of your vehicle while your cat is in the clinic.*

*WE ASK THAT YOU PLEASE REMAIN IN THE PARKING LOT DURING YOUR APPOINTMENT WITH THE DOCTOR

YOUR VISIT

6. The technician will review your concerns with the doctor.
7. The doctor will examine your cat.
8. The doctor will contact you by phone to address your concerns, review examination findings, and create a plan.
9. Upon completion of the treatment plan, you will be called to pick up your cat in its carrier at the window.
10. For payment, you may choose to pay by card at the window, or via phone.