



Columbia Veterinary
Emergency Trauma and
Specialty
1321 Oakcrest Drive
Columbia, SC 29223
803-995-8913
info@cvets.net

CURBSIDE CHECK IN PROCESS

CALL US
803-995-8913

When you arrive, call the above number. When you arrive, we will meet you outside to greet you and your pet, and go over necessary paperwork.

All triaging, treatment plans, consent, deposits and discharges will be done via the Google Duo app. Instructions on app use will be provided.

PRE-REGISTER ONLINE

Clients are encouraged to pre-register their pets on our website at:

<https://cvets.net/pet-pre-registration/>

IF YOU NEED HELP

With anything from online registration to the Google Duo application, give us a call and our team will happily assist you.

CORONAVIRUS PROTOCOLS

AS MANDATED BY THE GOVERNMENT –

CVETS will be limiting entry to our hospital and lobby to only those who have life-threatening pet emergencies. These pets can be brought to our desk. The medical staff will take your pet to the treatment area to receive medical attention while our reception staff escorts you back to your vehicle to complete all paperwork. If you have driven from a long distance, our restrooms are available to you upon arrival.

OTHER NON-LIFE THREATENING EMERGENCIES –

Other non-life threatening emergencies are encouraged to call prior to visit, preregister online at our website, bring your pet to the front entrance area, where a CVETS team member will come to retrieve your pet from you. No belongings will be allowed with pets – including leashes, collars, etc. We will provide a CVETS leash and paper collar for identification.

THE EXAM PROCESS –

Our medical staff will perform triaging, medical history, and treatment plans with each individual using the Google Duo application on your smart device. Discharging, medication and treatment explanation, consent, and deposits will all be discussed via Google Duo. Payments will be taken online at our website at: <https://cvets.net/online-payment/> or for CareCredit payments at: <https://www.carecredit.com/Pay/575JBP>. In certain cases, payment may also be accepted over the phone.

VISITATION –

Unfortunately at this time, we cannot encourage or accommodate patient visitation unless a patient is truly critical (in a life-threatening state). A doctor must approve these visits and only one person is allowed at each visit.

THANK YOU FOR YOUR SUPPORT & UNDERSTANDING –

CVETS has every intention of remaining open to provide emergency care for all of your pet-care needs as long as we are able. To comply with law, the AVMA and to limit transmission of this virus, all precautionary measures must be followed to keep yourself, your family and our staff safe and healthy.

As always, we are committed to quality care and excellent service. We thank you for your cooperation, willingness to work with us, and your understanding during this time.

Please do not hesitate to call our clinic at 803-995-8913 if you have any questions.

Sincerely,

The doctors, staff, and management of CVETS

Columbia Veterinary Emergency Trauma and Specialty