



ANIMAL DENTAL SPECIALISTS OF UPSTATE NEW YORK

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Closed Lobby Policy **for Dental Consultations & Procedures** *(As of March 23, 2021)*

In order to achieve the highest level of safety for our staff and clients alike in the face of the COVID-19 pandemic, we have instituted a closed lobby policy, meaning that only staff will be allowed in the building until further notice.

When you arrive, please call our office at 315-445-5640 to let us know you're here. Over the phone, a licensed technician will ask you some detailed questions and then will direct you when they're ready for you to meet them at the front entrance with your pet. Please consider our staff's health and wear a mask at all times when interacting with them. Your pet must be secured either with a leash and collar for dogs or sturdy carrier for cats to ensure safe transport.

We will request that you wait in your car and remain in our parking lot while Dr. Davis performs his exam. Afterward, he will call you to discuss his treatment plan and recommendations. This can be a voice phone call or it can be a video chat using either FaceTime or Google Duo. A technician will then discuss a detailed estimate, and photos of your pet's mouth can be emailed for your review. A surgical procedure can then be scheduled if your appointment is for a consultation only. If your appointment is scheduled with surgery to follow immediately, the technician will collect your deposit over the phone, and your pet will remain with us for the day for treatment. We will continue to be in contact with you throughout the day.

Thank you for your patience and understanding as we continue to navigate changing conditions. Please feel free to contact us to address any questions or concerns you may have.