



ANIMAL DENTAL SPECIALISTS OF UPSTATE NEW YORK

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Closed Lobby Policy **for Dental Consultations & Procedures** *(As of March 20, 2020)*

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 come to your vehicle to retrieve your pet. Your pet must be secured either with a leash and collar for dogs or sturdy carrier for cats to ensure safe transport between your vehicle and our hospital.

We will request that you wait in your car while Dr. Davis performs his exam. Afterward, he will call you to discuss his treatment plan and recommendations. A technician will then discuss a detailed estimate, and photos of your pet's mouth can be emailed for your review. If you elect to proceed, the technician will collect your deposit over the phone, and your pet will remain with us for the day for treatment.

This is a stressful and uncertain time for all of us, so we will do our very best to make this new consultation process as smooth as possible. Please feel free to contact us to address any questions or concerns you may have.