

Customer Service Tent

- When weather permits, we will have a customer service representative stationed outside to greet you. A tent will be located outside the main hospital. If you have a scheduled appointment or reservation for your dog, the person greeting you will give you the option to have your appointment conducted curbside or you can call 770-817-9565 to request a curbside appointment.
- The customer service tent will be used to dispense food and prescription orders for dog owners. Fecal and urine samples can also be dropped off with the customer service representative at the tent.
- Cat owners should proceed to the Cat Clinic at Tiger Tails as normal. Please call 770-817-9580 to request a curbside appointment or to have food or prescriptions brought to you.
- In the event of inclement weather, our customer service representative at the main hospital will be stationed inside the lobby door.

Food, Medication, Supplement and Treat Orders

- If you need food, medication, supplements, flea/tick preventive, heartworm preventive or treats for your pet we will ask for payment over the phone at the time you place the order. When weather permits, food orders will be available for pick up at the customer service tent. In the event of inclement weather, please call 770-817-9565 from your car and we will have a team member bring your order to you.
- You can also place your food orders online and have food delivered directly to your door! For this option go to: tigertailsanimalhospital.vetsfirstchoice.com. If you are new user, the site will direct you to register at check out. Use code Hello20 to save \$5 on your order. You will have the option to apply other coupons and enroll in auto ship. That's all there is to it! You'll receive a confirmation and your order is complete!

Curbside, Telemed, & Drop off Appointment Options

- If you prefer to have your appointment conducted curbside, simply let our customer care team member know when you make your appointment. We will send a technician out to greet you and get your pet's history. The remainder of the visit will be conducted by cell phone.
- When possible, we offer telemed (video chats) appointments. Please be sure you have our app- Pet Pro Connect downloaded.
- Drop off appointments are also available, you can arrange a time to drop your pet off for treatments and schedule a later time for pick up.

Elective Surgeries and Dentals

- In compliance with the American Veterinary Medical Association, we will forward-schedule elective procedures including spays, neuters and nail trims. This is to help alleviate the demand on medical supplies. Please expect a call this week from one of our team members to assist you in rescheduling elective procedures.

Wellness Exams

- At this time, we will continue to conduct well visits for your pet. However, this is subject to change as the COVID-19 situation progresses.

Other considerations

- Due to the need for social distancing, we kindly request you limit the number of people attending your pet's visit to one. Obviously, we will make an exception if you need someone to assist you or you need to bring your child or another person under your care with you to the visit because there is no one available to care for them at home.