

Due to concerns about the corona virus, Lovell Animal Hospital is taking precautions to limit the number of people entering the building. Our goal is to protect our clients and staff while continuing to care for your pets.

We ask that you comply with the guidelines below, thank you for your cooperation.

1. Do not bring your pet to an appointment if you are sick, quarantined or experiencing any respiratory symptoms. Please arrange to have a healthy person bring your pet.
2. Please bring a cell phone and your own pen to fill out paperwork. Cats and small dogs must be transported in a carrier. We have carriers if needed.
3. When you park in the parking lot, please remain in your vehicle. Please call 865-777-1221 to let us know you arrived.
4. Hospital staff will come to your vehicle to bring your animal into the hospital for evaluation. A doctor or technician may contact you by phone ahead of your appointment to obtain a more detailed patient history.
5. After your pet has been evaluated, you will receive a phone call to discuss diagnostics, treatment recommendations and a plan moving forward.
6. Once care of your animal is complete, we will discuss discharge instructions, and collect payment, preferably over the phone.
7. For hospitalized patients, updates will be given regularly by phone.
8. For prescription or food pick up, we will bring those out to your vehicle also.

In these uncertain times, we have to take each day at a time and support each other to the best of our ability.