



CONCIERGE SERVICE WHAT TO EXPECT

CONTACT

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Concierge Service is Here!

The health and wellbeing of our clients, patients and staff are a top priority at Oakbrook Animal Hospital. That is why we are now offering Concierge Service to all our clients during this difficult time.

Here are a few things to expect for your pet's appointment:

Call or use the Pet Desk app to schedule your pet's appointment, just as you normally would. Our Client Services Representatives will call you to confirm your appointment and make sure we have a good phone number and email address.

Please note: Cats must be in a carrier.

For drop off service, dogs must be current on Bordetella.

Please call as you are arriving, and a team member will meet you and your pet in the parking lot.

The team member will collect your pet and return all non-essential personal belongings. (i.e. Leash, collar etc.)

You may then choose to wait in your vehicle while the doctor is examining your pet OR you may choose to leave and return later to pick up. Please let our staff know which option you prefer.

All communications and transactions will be done over the phone. Please be ready for our staff to call you to take a history, discuss exam findings and treatment plans.

Once the examination and treatments are complete, you may pay over the phone by credit/debit card. If you are paying by check or cash, a team member will take the payment at your car.

As often as possible, all documents, including invoices, will be emailed to you.

A team member will schedule a pickup time (if you have dropped off) for your pet over the phone, and will return your pet to you, along with any medications, in the side vestibule near the front of the building.

For your convenience, pets may be dropped off up prior to your scheduled appointment time and may be picked-up before 5:00 pm. No boarding/observation fees will be charged.

If you have any questions, please give us a call or send us an email. We appreciate your patience as we all adjust.