



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.

Many of our required forms are available [here](#). Please complete them prior to your appointment.

Please send us a text when you arrive with your pet's name and the number of the parking space you are in, and an Oakbrook Animal Hospital team member will check your temperature and give you a pager. We will use the pager to alert you, we are ready for your pet. You will meet our staff member at the bench in front of the building. **For the safety of your pet and our staff all pets must be on a leash or in a carrier.** If you have forgotten yours, we will provide one for you.

The team member will collect your pet and return all non-essential personal belongings.

Please wait in your vehicle. A team member will call you or you will be paged to meet a team member near the bench to discuss your pet's exam and treatment.

We will page you to return your pet to you, again near the bench in front of our building. We will collect payment and the pager and return your pet along with any medications and/or supplies being sent home.

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

If you have any questions, please give us a call or send us an email. We appreciate your patience. We know curbside is difficult for owners but rest assured, your pet's care and wellness are essential to us.