WHAT YOU CAN EXPECT:
Large Animal Inside Curbside Check-In Service

1. CHECK-IN
- Please call (515) 294-1500, when you arrive. We will ask you COVID related questions which will help us determine if you can come into the reception area to sign forms. To make it safer for everyone, we require you to wear a face mask while in ISU buildings.
- One client per visit will be allowed in the reception area. Bathrooms will be open. At this time, waiting in the reception area during the appointment is not allowed. Access to other areas in the hospital are also restricted.
- Equine clients: Once checked in, please unload your horse(s) and wait by your trailer. A highly trained member of our hospital staff will come out to greet you and walk your horse(s) into the hospital.
- Production animal clients: Once checked in, you will be asked to wait in line to unload your animal(s) in the receiving tub. Back up to the chute entrance when clear, a highly trained member of our hospital staff will be there to greet you and help you unload.
- Ongoing communication will be by telephone. Please provide us with a contact number.
- We will call you to take a medical history. Our doctor will examine your animal, and call you to discuss findings and next steps.

2. HOSPITALIZATION
- An estimate of costs will be provided, if your animal needs to be hospitalized. Our policy is to collect 50% of the high end of the estimate as a deposit. We accept credit/debit cards, CareCredit, check or cash.
- Our staff will regularly update you by telephone during your animal's hospitalization.
- To keep you and our staff safe during the pandemic, we cannot allow visitation.

3. DISCHARGE
- When your animal is ready to be discharged, we will call you with specific instructions and a window of time when you can pick them up.
- Discharge instructions regarding care of the animal and necessary medications will be given to you at discharge.
- If you have any questions at the time of discharge, you can call the clinic and discuss them with the doctor on the case. The staff member returning the animal may not be able to discuss medical topics.

4. PICK UP
- Please call (515) 294-1500, to notify us when you have arrived. To pay your bill, you can do this over the phone or payment can be done inside the reception area when you arrive.
- A staff member will then help load your animal.

Need somewhere to wait, check out Ames! Want more information?