

Dear Dermatology Clients,

Due to recent staffing changes and large volume of incoming calls to our Avondale office, we are implementing a new protocol for appointment check-ins. Please help us to make your appointment run smoothly by following the "text protocol" described below.

Upon arrival for your examination or technician appointment (ONLY) we request you text us at 480-392-7720 or 480-268-0945 to be checked in for your appointment. Please include your name, your pet's name, and the location or spot number where you are parked. You will receive either a text back and/or a phone call from our staff members regarding your appointment. If you do not hear from us after 10 minutes, please call our office at 623-792-6310.

****there will be a signs posted outside on PARKING SPOTS 1 and 2 with reminders of the text protocol****

Please understand these "text" numbers should not be used to contact the Avondale office about medical questions about your pet, medication questions or medication pick-ups, urgent concerns regarding your pets etc. We will ONLY be checking them during appointment hours 8-5pm Monday thru Thursday for appointment check-ins. If you need help for your pet that is NOT an appointment please call us at 623-792-6310.

We genuinely appreciate your patience with us and the changing of our protocols. If you have any further questions or concerns please do not hesitate to contact us.

Sincerely,

Avondale Doctors and Staff

Email: avondaled4a@gmail.com

Phone: 623-792-6310

Fax: 623-265-6455