



FAQs For Our Clients

As a follow-up to our previous letter, we have prepared a FAQs sheet which should help to clarify a few things:

Q: Are you remaining open?

A: Yes, we are open for business. Our lobby is closed, but we are open. Hours of operation will remain the same: Mon-Fri 8-5 and Saturdays 8-noon.

Q: If I had an appointment scheduled, do I still have an appointment?

A: Yes. If you have a scheduled appointment, we will still see your pet at that scheduled time.

Q: How are you handling scheduled appointments if your lobby is closed?

A: Once you arrive at our clinic for your scheduled appointment, please call us to let us know that you have arrived and we will be right with you! For Des Moines/Beaverdale location patients, please call 515-274-3811. For Waukee patients, please call 515-333-4613. You may also text us to let us know that you have arrived. In order to text us, you must respond to the appointment reminder text that you received, or utilize our app for communication (available for download from the iTunes and Google Play stores). Unfortunately we are unable to receive texts at the phone numbers listed above.

Appointments will include curbside service. You remain in your car the entire time.

Q: How do I pick up my pet's prescription(s) and/or OTC items, such as pet food and treats?

A: All pharmacy and OTC sales will be performed curbside, as described above. Due to staff limitations, we request 24-hour notice for pet medication refill requests.

Q: What if my pet is due for his/her wellness exam and I don't have an appointment?

A: We will not be scheduling more wellness and elective procedures (wellness exams, nailtrims, spays and neuters, for example) until further notice. We will reassess the situation and risk factors on or about April 7 and will communicate any alterations to the current plan. We will continue to see patients with urgent care needs as well as currently scheduled appointments.

Q: Why is acupuncture only being offered at the Waukee location beginning April 1?

A: Due to the decision to split our staff into two teams to help mitigate the spread of COVID-19 and increase the likelihood of continued care for all of our patients, we will be offering acupuncture at the Waukee location only through the month of April. Rest assured; Dr. Wilke does plan to return to Des Moines/Beaverdale once it is safer for our staff to be shared between the two locations again. The tentative plan at this time will be that beginning in May, Dr. Wilke will split her time 50/50 between Des Moines and Waukee so that we can be sure to have numerous options for acupuncture and chiropractic care at both locations.

We want to thank each and every one of you for your patience and understanding. These are trying times for all of us. Both you and your pets are part of our family and we want to be sure that we act responsibly for the health and welfare of our respective communities. We are all in this together.