



Due to the evolving situation with coronavirus and related disease (COVID-19), West Hills East Veterinary Clinic and The Pet Salon are taking additional precautionary measures and implementing additional steps to help keep staff, the doctor, groomers, animals and clients safe while continuing to provide patient care. Effective immediately and until further notice, ONLY STAFF will be allowed inside all areas of the Clinic and Pet Salon. Please call our office at (631) 462-0191 or The Pet Salon at (631) 923-3211 with any questions. We appreciate your patience during this time.

We have outlined below what veterinary clients should do when they arrive at the Clinic with their animals for their appointments. Please note this is specific to the Commack location only and not any other West Hills locations.

Effective, March 21, 2020, The Pet Salon will be temporary closed, until further notice, to comply with Governor Cuomo's Executive Order which will go into effect on Sunday March 22, 2020 at 8 pm, requiring 100% of nonessential employees to stay home. West Hills East Veterinary Clinic will remain open.

All veterinary are instructed to pull into a parking space outside the Clinic and call us at (631) 462-0191. We request that all clients remain in their vehicle with their animal until they receive a phone call back from our Staff stating we are ready for their appointment. Any further instructions will be provided over the phone.

For veterinary appointments, when we are ready for your appointment the Attendant come outside to get your animal and bring them into the office for their appointment. Once your animal is safely inside we will call you to get a history of the animal and discuss your needs by phone. If your appointment requires an examination with Dr. Steinberg, we will do the exam with the client on the phone and verbal consent for treatment and details surrounding financial estimates for medications and vaccines will be authorized via this phone call. After the appointment you will get a call from a Receptionist to collect payment and to book future appointments. Any medication(s), food, and your receipt will be given to you when your animal is brought back to you outside the office.