

## Update On Our Approach to COVID – 19

Guidelines and procedures have changed very quickly in the last two weeks. We have decided to set up a system that is as sustainable as possible so that we can continue to treat all our patients for as long as the COVID-19 virus is a threat to our community. Veterinary services have been classified as essential (as we know they are) so we are planning to be open throughout this worldwide crisis.

As such, we have moved to a model of having a “client free clinic”.

What this looks like is:

- When you arrive at the clinic, please let the reception know by phoning the clinic
- A vet will either call you or come outside to obtain a history then take your pet inside for the examination and any necessary treatments or investigations.
- The vet may call during the consultation for further information or to give a summary of the visit or deliver this information when returning the animal to you.
- Again, please respect the social distancing guidelines when talking to the vet.
- The receptionist will be able to take your payment and book any revisit consultations or procedures either over the phone or with outside with a mobile eftpos machine
- If you are picking up food or repeat medications, it would be great if you could call in advance and pay over the phone. This means we can just hand over your product when you arrive.

We recognize that there will be exceptions to this process and we regret having to restrict the involvement of the owners in the consultations. However, we believe this to be the most responsible way to maintain our service whilst helping to protect our society.

We very much appreciate your understanding and look forward to continuing to take good care of all of our patients.

Warm Regards,

Dr Alison Taylor