

National Emergency COVID-19

ABC Animal Clinic Protocol

This is a fluid situation and protocols will be updated as needed

As the situation around the COVID-19 pandemic continues to intensify and National Emergency guidelines are established, we at ABC Animal Clinic are doing our part to be proactive and respond promptly. In the past, our primary focus has been on our pets. However, during this time, our focus must also extend to the lives of all the caretakers associated with our pets. **Effective immediately**, we will be handling your pets and your appointments in a way that minimizes person-to-person contact. No client is allowed to enter our hospital without the direct supervision of a staff member. All communications will be by phone. If you have had any exposure of concern, we ask that you allow someone else to pick up medication or bring your pet to the hospital. We are expecting **ALL guests / clients to call once they have arrived in the parking lot and refrain from entering the facility until instructed.**

If your pet needs an appointment, **ALL** communication will be handled at a distance via phone. Communications around true hospitalizations and medical cases will also be conducted via phone. When bringing your pet to our facility, upon arrival, all pets will be checked in through our designated "Receiving Area". In this area, you will be temporarily separated from your pet in a manner that supports social distancing. If all goes well, it is unlikely that you will see another client. For the duration of the appointment, it is safest, and therefore, preferred that you wait in your car, but we also have exam rooms where you can remain isolated if desired. After examination and case review, we will discuss our findings by phone to develop a plan of action.

We also understand the heightened need for frequent cleaning and disinfecting as a result of the coronavirus. Rest assured that maintaining a well-sanitized and disinfected facility has always been one of our top priorities. Containing hard to kill highly contagious viruses such as the Parvo Virus, which can be fatal to puppies and airborne viruses like kennel cough that have many causative agents is a daily task for us. The human risk of Covid-19 needs to be taken very seriously and we must all participate to make it work. We thank you in advance for your patience and consideration as we lock down our facility and safeguard the clients and staff alike.

The following information is designed to help clarify our statements above:

- Upon arrival, Clients will be asked to **call from the parking lot** and refrain from coming into the facility.
- ALL pets must be on a leash or in a carrier at all times. Please no extendable leashes.
- Owners will be asked to refrain from bringing pets to the clinic if they have had any exposure to or are showing symptoms of not only COVID-19 but the flu, typical colds or allergies. If exposure or symptoms are present and the pet needs to be seen, we ask that the pet is brought in by someone that has not had exposure or is not showing symptoms.
- You will be directed by our staff to our “RECEIVING AREA”. Once in the receiving location, you will be instructed on how to proceed.
- Doc will be talking with clients about patients via phone.
- Prescription refills **MUST BE CALLED IN** 24-48 hours in advance and **paid for over the phone prior to pick up**. Once at the clinic, the owner must call for next step instructions.
- Payment preference will be by CREDIT card and paid over the phone. Any cash transaction or checks will need approval through staff before the appointment begins.
- We ask that you be patient with us as we tend to the needs of you and your pet(s). There may be an additional wait time as we try to keep everyone isolated to minimize exposure.

American Veterinary Medical Association, AVMA

Per the AVMA, we are also recommending that *out of caution*, those ill with COVID-19 or suspected sickness limit contact with their pets until they are no longer showing symptoms of any sickness and practice good hygiene during times of any interaction (i.e., wash hands before and after petting or touching your pet, keep your pet well groomed, and keep your pet’s food, water, bedding, and toys cleaned). Do not share food, kiss, hug or have contact with your pet’s face, food or belongings during this time unless you are wearing a face mask.