

COVID 19 UPDATE APRIL 2021

Client Health - We want to keep you safe

If you or someone in your household has COVID-19 symptoms or if you are waiting for a test result or have to self-isolate, then please do not attend the practice. Don't worry - We will find ways that we can assist you and your pet remotely.

WE ARE OPERATING A ONE IN ONE OUT AT THE RECEPTION DESK

(please observe THE AREA IS FREE before entering)

From Monday 12th April, you may enter the practice to access reception in order to:

- 1) LET US KNOW YOU HAVE ARRIVED FOR AN APPOINTMENT.
- 2) COLLECT MEDICATIONS
- 3) PAY FOR TREATMENT
- 4) DROP OFF PAPERWORK

PLEASE WEAR A FACEMASK, SANITISE YOUR HANDS AND ADHERE TO ALL SAFETY MEASURES IN PLACE.

We are trying to reduce the trips you need to make to the practice, so if you are coming to the practice for any reason and you need flea and worm treatment, or other medication let us know and we can get this ready for you.

Please let us know if you or someone you live with is vulnerable or shielding and we will do what we can to help support you remotely.

Appointments

Consultations are by appointment only so please call us first to arrange this.

We can offer vet telephone consultations in order to help remotely where appropriate. Please be aware that these consultations are chargeable.

TO REDUCE CONTACT, WE CAN ONLY ALLOW 1 PERSON TO ATTEND THE APPOINTMENT WITH THEIR PET. (EXCEPT IN EXTREME CIRCUMSTANCES.)

- You may enter the reception to let us know you have arrived for your appointment. Please wear a mask and use the hand sanitiser provided.
- You will be handed a buzzer and asked to return to your car to wait.
- Your Vet/ Nurse will activate your buzzer when it is your turn- please return to reception with your buzzer and your pet. Again, please wear a face covering and use the hand sanitiser provided.
- You will be invited into the consulting room to discuss your pet's visit. Please stand in the marked area to allow for social distancing.
- Once we have discussed the reason for your pet's visit, we will ask you to wait in the waiting room whilst we carry out an examination and treatment of your pet. This is to reduce contact time for you and us.
- You will then be called back into the consulting room to discuss your pet's examination and treatment.
- Following your appointment, medications can be collected from the dispensary, and payments made at reception.