

PLEASE READ NEW POLICY

To increase safety to staff, doctors, and clients of Care Veterinary Clinic and Care at the Courtyard Veterinary Clinic we will be modifying our current Coronavirus (COVID-19) protocol:

1.) Please stay home if you are ill, have been ill over the past 14 days, or have been diagnosed with COVID-19. If you have been around persons testing positive for COVID-19, or have been around sick friends or family members, we ask that you make plans for someone else to bring your pet into the clinic. Please call us with the name of the person you are authorizing to bring your pet in. We will do our best to communicate with you, if you are unable to bring your pet in.

2.) Remain in your vehicle when you arrive and call us from the parking lot to let us know you are here.

3.) You will be asked a few questions regarding your health status, your family's health status, and any other pertinent information that will help to keep other clients and our staff safe. These questions help us determine when to use our limited supply of personal protective equipment when handling your pet.

4.) Prepare a list of concerns that will be relayed to the doctor. Please also write down any history of illness and any medications or supplements your pet is taking.

5.) For vaccine visits, we will ask that you remain in your vehicle. A staff member will communicate with you and bring your pet into the hospital for a doctor to examine and vaccinate. Any findings or recommendations will be relayed to you.

6.) For medical exams, like illness or injury, we will ask you to remain in your vehicle while the doctor examines your pet. If the doctor feels the need for a client to enter the hospital, we ask that only 1 person come into the hospital with the pet. After the doctor examines your pet, you will be presented with findings, recommendations, and a treatment plan. Again, please write down a list of concerns, a brief history of illness, and any medications or supplements the pet is taking.

7.) We will bring your canine family members into the clinic by placing a disinfected leash on them. This will help to ensure their safety. Small dogs and cats can be brought into the clinic in carriers. Remember, all cats must be in carriers.

8.) We ask that no children come into the clinic.

9.) If you exit your vehicle for any reason, remember to keep a safe six feet distance from other individuals (when possible).

10.) Remember, we can mail most medications. We can also arrange for shipment of Hill's Science Diet and Purina foods to your doorstep. Please call us so we can give you information on these services.

11.) Doctors will do their best to communicate with you while you wait. This may be done directly, through staff, or via cell phone.

12.) We are asking clients to delay appointments for routine nail trims. If your pet is due for its yearly vaccine, remember it can be given within 15 months of the previous vaccine. If your pet is receiving their initial set of vaccines, it is important to follow the booster vaccine interval recommended by your veterinarian.

We understand these changes may be an inconvenience and seem drastic. These requirements will help to keep everyone healthy and safe. Since we are an indoor business with a large number of staff working in close quarters, a potential exposure to COVID-19 could result in the temporary closing of our hospital and require isolation of our staff. If this were to happen, we do not have extra staff available to staff the hospital. This would leave you without our veterinary services during a time of shutdown. Let's all be smart and safe and get through this in a timely manner. By making good choices, we can continue providing care for your animal family members during this challenging time.

Dr. Bryan Proctor