

COVID -19 PROTOCOL
For Parkside Animal Hospital
TEAM MEMBERS, CLIENTS, AND PATIENTS

Effective Immediately

Veterinarians are considered essential personnel and as such we will remain open and seeing patients. In order to continue to provide services and care for our clients, patients, and team members we are instituting the following changes and offering new ways to provide care. Our number one goal is to make every visit as safe as possible for everyone while still providing exceptional care for your pet during this time.

Changes at the hospital include:

- Following CDC guidelines for COVID-19.
- Increased cleaning of the facility and high traffic/high touch areas and surfaces with medical grade disinfectants.
- Rotating and limited use of exam rooms.
- Limiting number of people in the hospital. In room appointments will be limited to 1 person per visit. If you have extenuating circumstances and you must bring children or others with you, we will do a curbside appointment.
- Increasing our use of drop off, curbside appointments, and curbside check-in.
- Adding Phone appointments for existing clients and patients only.
- Curbside delivery of pets, medications, pet food, and supplies.
- We ask that clients wait in their car and not in the lobby whenever possible.
- Increased use of credit card phone payments prior to pick-up to expedite check out wait time.
- Increased use of personal protective equipment including masks, gowns, face shields, and gloves when necessary around the hospital and during exams.
- Increased use of our online store myvetstoreonline.com. Our same great, guaranteed products (food and medication) delivered straight to your door.
- New clients - please use our online forms and fax or email them prior to your appointment.

If you or someone in your family is sick please:

- Please reschedule your appointment if your pet is not in immediate need of care.
- Inform our team that you and your pet have been exposed. Pets can carry virus on their fur that may infect other people.

- Have someone else bring your pet if possible. Make sure they take necessary precautions and wear a mask, gloves, and protective clothing.
- If you are unable to reschedule and/or your pet needs immediate care, notify us that you need special arrangements when making the appointment and again when you arrive so that we can be prepared. Please remain in your car. We will come to you. **Special arrangements may include: a phone appointment, if appropriate (existing clients and patients only); a curbside appointment; or a drop off appointment.** A team member may need to discuss your specific needs with the veterinarian and call you back with an appropriate plan. If you are using the phone appointment service, you will have a phone appointment time set with a doctor. After the call, the doctor will have our customer service team take your payment by phone for the service and any necessary medications.
- To pick up your pet or items, please stay in your car and call us. We will deliver them to you.
- If you need prescriptions or pet food only - please call ahead to place the order. We will call you when it is ready and process your credit card over the phone. When you arrive please stay in your car and call us. A technician will deliver your items to your car. Keep in mind we now have an online store where you can order medications and have them delivered directly to your home. Please set up your account at myvetstoreonline.com.

When you come for your appointment please:

- Wash your hands with soap and water prior to coming to the hospital
- Use provided hand sanitizer upon arrival.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose if you cough or sneeze, using a tissue or your inner elbow (not your hands).
- When possible maintain a safe social distance (6 feet) between yourself and others and abstain from shaking hands.

As always, all pets must be in a secure carrier or on a leash.

We greatly appreciate your help and understanding as we all work through this safely together.

If you have any questions or concerns please call us at 817-281-1111

Thank you,

The Parkside Animal Hospital Team