

## Client Guidelines: Update on the corona virus pandemic

During this unprecedented time, Veterinary Dental Services, LLC, is taking the following precautions to mitigate the transmission of the novel corona virus to the public, and our employees. Our goal is to minimize the interaction of people, while still meeting the urgent oral and dental needs of the animals and their owners in our community. This is a fluid situation and our response may need to change in the days to come. As of now, we will remain open to care for patients with serious oral disease causing loss of oral function, significant pain, infection or cancer. All clients are asked to postpone elective procedures, consultations and post-operative recheck exams until May 1.

### Additional reasons to postpone:

- Please postpone your visit if you are sick with any of the following symptoms: fever, malaise, sore throat, cough, or trouble breathing. You do not have to have all of the symptoms to be infected, and contagious. There will be no financial penalty (loss of deposits) to clients cancelling due to illness.
- If you are quarantined after travelled from Iran, China, Europe, England or Ireland, postpone your visit during the 2 week quarantine period.
- If you are in contact with someone who tested positive for corona virus, postpone your visit for two weeks while monitoring for symptoms.

### General protocol for visiting our hospital:

- When you arrive, please phone us from the parking lot, or knock on the door/wave to us if our phone lines are busy. We will be expecting you.
- Keep animals in your car or outdoors until we are ready for them.
- A staff member will come to your car, wearing gloves and a face mask, to retrieve your pet, and bring them inside the hospital for an examination. Once complete, your pet will be returned to you outside or to your car.
- The technician and/or the doctor will discuss the findings and make recommendations to you via phone, internet or text message. Discharge instructions will be sent via email and reviewed over the phone. We may seek alternative remote communication platforms as needed.
- We will take payment over the phone when possible, but still accept checks and cash.
- Clients will not be allowed to wait inside the hospital for their pet who is having surgery.

Thank you for your understanding and patience as we work together to find a balance between staying healthy, maintaining a safe work environment, providing urgent care for pets in need, and to dampen or prevent transmission of the coronavirus.