

BLUE CROSS ANIMAL HOSPITAL

COVID-19 HOSPITAL PROTOCOLS FOR PATIENT VISITS

Dear Clients, we are doing our very best to keep our practice safe so that we can take care of your furry family members. With this in mind, please take a moment to review our temporary protocols for seeing patients. Thank you so much for your patience and consideration.

EFFECTIVE MARCH 23,2020 AND UNTIL FURTHER NOTICE

- ✚ All clients asked to come to clinic with a cell phone
- ✚ Upon arrival at clinic, client to phone **(780) 424-0025** to let us know you are here for your appointment so that we can prepare all necessary documents for the visit.
- ✚ Staff member will unlock the door and quickly step back into reception area, closing the inside door.
- ✚ Client will place the animal, (kennelled for cats, leashed for dogs), into vestibule and step out of the clinic.
- ✚ Staff member will retrieve pet from vestibule and relock door.
- ✚ History will be taken over phone, initially by staff prior to visit.
- ✚ Final history will be taken by veterinarian as needed.
- ✚ Client may wait in car in parking lot.
- ✚ Veterinarian to communicate by phone findings and recommendations for diagnostics or treatment and will provide an estimate
- ✚ Discharge instructions to be provided by phone, and written as appropriate.
- ✚ Client to pay by credit card over the phone. **Debit/Visa Debit/Mastercard cards will not work with our system.** We will provide you a receipt.
- ✚ Animals to be picked up from vestibule in the same manner as drop off. Please be careful not to allow your pet to escape when you open the door.
- ✚ If you have any questions or concerns, please do not hesitate to contact us.

FYI

If you have any questions about animals and COVID-19, please go to the website below through the Government of Canada - Canadian Food Inspection Agency.

<https://www.inspection.gc.ca/covid-19/questions-and-answers/eng/1584648921808/1584648922156#q2>

THANK YOU! LET'S BE CAREFUL OUT THERE 😊