



COVID-19 update - *March 25, 2020*

We are still here for you!

Veterinary practices are considered an "essential business" during this COVID-19 crisis. From vital vaccines to life-saving surgeries, we are very glad to be able to continue to provide important medical services to our patients and our community.

That being said, it is our top priority to protect the health of both our clients and our staff while remaining open. We want our clients to know that we have every intention to help prevent the spread of this virus in our community and have made a number of changes to our protocols to do so. Beyond our normal level of cleaning procedures, we are following the guidelines put forth by the CDC and have greatly enhanced the quality and frequency of our sanitation and hygiene measures. We have also changed the way in which we schedule and carry out appointments to maintain safe social distances between people.

As mandated by the state, we are not scheduling non-urgent procedures at this time such as nail trims, shave downs, vaccines that have not yet reached their due dates, etc.. Please give us a call if you are unsure if your pet's condition is urgent.

If you already have an appointment, you will receive a reminder call the day before during which someone will explain some of these changes to you. Please express any concerns or questions you may have at this time. **We do ask for the active participation from all of our clients in combating the spread of COVID-19 if you are in need of veterinary care at our hospital.**

Here's how:

- If you have had any contact with anyone who tested positive for COVID-19 in the last two weeks, please schedule (or reschedule) your appointment for two weeks later and only come in if you are feeling well at that time.
- If anyone in your household is sick and/or if you are feeling ill yourself, please have a friend or family member bring your pet in for your appointment while remaining reachable by phone. If you are unable to do this, we will ask that you remain in your car while we carry out your appointment car-side and by phone. Please call us ahead of time so that our staff can take extra precautions.

- If you do bring your pet in for an appointment, please wash your hands thoroughly before you leave your home. Please cover all coughs and sneezes with your elbow.
- Upon your arrival, we ask that you wait outside our door if you see two or more other clients in our lobby.
- Please maintain a distance of at least 6 ft. from other clients in the lobby, from our staff, and while you interact with our receptionists at the front desk.

What you can expect at your appointment:

- Though we are operating in a way to reduce the number of clients in our building, you may be asked to wait outside or in your car if we have too many people in our lobby to maintain safe social distancing. One of our receptionists will call you or come out to get you when we are ready.
- We are not using our exam rooms at this time, and are carrying out all appointments in the lobby, outside, or car-side. Upon your arrival, our staff will inform you how to proceed.
- We also may conduct some communications by phone while you wait outside or in your car.
- At the start of your appointment, a technician will come up to obtain your pet's history, discuss what the doctor recommends for your pet, and then take your pet to the back treatment area for a full examination by the doctor and/or any procedures your pet needs. All procedures must be performed in our back treatment area during this time.
- These changes should not delay your appointment nor change the quality of care we would provide to your pet.

We appreciate your cooperation and understanding as we work to provide the best possible service to you in the midst of these important operational changes. We are all in this together. Be safe, be healthy!

- Bernalillo Pet Care Center