

Riversmeet Vet Centre COVID-19 (coronavirus) 23 March update

As the COVID-19 situation evolves, we are continually reviewing the resources we have available and the provision of services which are of most need to our clients and their pets.

As a result, to allow us to focus our efforts on the pets in urgent need of our care, Riversmeet Vet Centre is physically open for urgent and emergency cases. If your pet requires urgent veterinary attention, please call us. We will be able to advise you on how your pets can still receive the care they need and the steps you need to take.

All other assistance will be provided via telephone advice or video consultation, where available, please call us for more information.

We have made this decision as the health and wellbeing of our patients, clients and staff is our number-one priority.

Thank you for your understanding during this time.

Guidance for visiting a practice:

If you are visiting a practice for an urgent or emergency appointment, the following precautions are in place to protect everyone who works in and visits our practice:

- If you've been exposed to COVID-19, had close contact with someone who has, or you're experiencing symptoms (new persistent cough and/or fever), and your pet needs veterinary care, please call us. We will be able to advise you on how your pets can receive the care they need.
- If you have been self-isolated with COVID-19 and have recently visited one of our practices, please let us know as soon as possible. This is so we can implement measures to protect our staff and other clients, some of whom are elderly or could be more susceptible to illness.
- When you arrive, please call our reception team and they will advise when you can enter the practice. If you are told to wait, if you can please wait outside the practice or in your car and the reception team will call you as soon as you can enter.
- Only 1 client should enter the practice whenever possible.
- Please limit your time in the waiting area, and maintain at least 6 feet / 2 metres of space between you and other pet owners in common spaces.
- When possible, schedule appointments in advance to not only reduce your wait time but also enable us to better prepare for your pet's health needs prior to their arrival.
- If your pet is hospitalised at our facility, we are asking clients to avoid visiting their pet.
- If you need to change any appointments because you are in isolation, please call us and we will rearrange these for you.
- We are following the government's most recent advice regarding the measures we need to take to help control the spread of COVID-19. There's provision at all of our practices for you to wash your hands when you arrive and before you leave.