

We're committed to keeping clients and staff safe during COVID-19 with NEW admittance and check-out processes.

### **WHAT TO EXPECT WHEN YOU VISIT OUR HOSPITAL**

Veterinary care is an essential part of our community and we want to assure you that our hospital is open and will continue to provide services at this time. We also want to work with you and our staff to limit direct contact in order to focus on safety for everyone during this pandemic. Accordingly, we ask that you follow the below steps for the safety of all:

- Upon arrival at the hospital, please remain in your vehicle and call us. PLEASE LIMIT THE NUMBER OF PEOPLE WHO COME TO THE CLINIC WITH YOU.
- After receipt of the call, we will check you in as soon as possible from outside the hospital. In most cases, we will briefly take your pet immediately to the triage and treatment area so that staff and doctors can quickly assess your pet while limiting social contact. You may be asked to wait in your car while we get you checked in and assess your pet, or you may be taken to an exam room to wait.
- The doctor will come in to the exam room or out to your car for the initial discussion of your pet's care and our recommendations. In most cases, all further communication with the doctor will be over the phone or in written "discharge notes". Exceptions may be made in some extenuating circumstances.
- If you are seeking our services for the purpose of humane euthanasia, please note that we will make every effort to allow you to remain with your pet if desired. Please call to discuss the protocols we have in place for this special circumstance. Please limit the number of people attending the clinic at this time.
- If you believe you need to be inside our facility, please discuss that request in advance with the Hospital Manager, Medical Director, and/or attending veterinarian.
- If you are at the hospital to pick up food or medication, please remain in your car outside the hospital and call the front desk. We will deliver your order to your car as quickly as possible.
- If you are not feeling well or may be at risk of exposure to coronavirus, please ask a healthy friend or family member to transport your pet to the hospital on your behalf.
- We will do our best to coordinate your visit from outside the hospital, including providing follow up instructions and taking payments.

At Central Coast Pet Emergency, we have two extra ways to help care for your pets without a trip or call to the hospital.

1. Phone calls: Please remember that we answer our phones around the clock and can offer basic advice and support for you. While we can't offer specific medical advice unless your pet is an established patient, it is always worth calling to discuss your questions ahead of your visit.
2. Home Delivery: Pet food and medications, including prescriptions and refills, can be ordered through our online pharmacy. <https://centralcoastpetemergency.vetsfirstchoice.com/>

Our goal is to keep our essential services available to the communities we serve and be there for you and your pets. Thank you for your cooperation and for doing your part in helping to keep pets and people safe, and please don't hesitate to call with questions.

We anticipate our phone lines and wait times may be busier than usual as some general practices close during the "shelter-at-home" orders and need for limiting social contact, and therefore, we appreciate your patience!

### STATEMENT REGARDING COVID-19 MARCH 2020

There's no doubt that the Coronavirus (COVID-19) is creating challenges for all of us, both personally and professionally. First and foremost, we hope that you, your family and your pet(s) are remaining safe and healthy. We are writing to keep you informed of our recommendations as well as the steps we are taking in order to continue offering the care your pets need while providing you, and our associates a safe environment.

*We always keep our hospital clean and disinfected, and we have increased both the frequency and scope of these cleanings in accordance with CDC recommendations to help ensure both our clients and associates are kept safe. Similarly, handwashing hygiene is critically important in a hospital, a step we continue to emphasize to staff and clients. As always, we provide options for hand cleaning for clients and associates, and we work closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home.*

#### What do I do if I have been exposed to the coronavirus while my pet needs care?

In order to help us continue to serve pets in need, we ask that clients who have recently traveled to a high-risk country, had any exposure to symptomatic or confirmed positive cases, or confirmed positive themselves not bring their pets in the hospital unless they are having a medical emergency.

If your pet is due for routine care, (annual exams, vaccines, dental cleanings, nail trims, or any other non-urgent appointments), please call us to discuss rescheduling to a later time. **If it is determined that your appointment cannot be rescheduled for medical reasons, and your appointment is necessary, we ask that you have a healthy family member or friend bring your pet to the visit.**

#### I have not been exposed and my pet is scheduled for a visit or is sick.

If your pet is sick or scheduled for routine care, we are open and fully operational. We recommend you follow these simple steps:

- While in the waiting area, maintain distance between you and other clients and pets
- Please call our reception desk on arrival to see if we can check your pet in while you stay in the car. After checking in at the reception, you are welcome to wait in your car. We will optionally text you when we are ready to see your pet.
- Limit the number of people who accompany each pet to the hospital

- If you need to pick up food or medications for your pet, please call and we can arrange shipping of any food or prescriptions directly to your home (Home Delivery).
- Use a hand sanitizer or the sink in each exam room to wash your hands.

We know many of our clients consider their pets as members of the family and, as such, are concerned about the health of ALL family members. When it comes to the health of your pet, your veterinarian is your best resource! Here is what you should know about COVID-19 and pets:

### **What is the Coronavirus impact on pet health?**

#### Can dogs or cats get COVID-19?

Based on what we know currently there is limited evidence to support risk of COVID-19 to your pet and no evidence that you are at risk from your pet.

#### What if my pets not feeling well or is showing signs of flu-like illness?

If your pet shows any signs of illness, such as coughing, sneezing or lethargy, call us immediately, and keep them indoors to prevent further spread. Signs of illness in dogs and cats are usually associated with various common viral and bacterial infections (kennel cough, canine flu, etc.) that are not transmissible to people.

#### Should my pet wear a mask?

No. There's no scientific evidence that face masks protect pets from infectious diseases or air pollutants, and masks have the potential to be unnecessarily scary or uncomfortable for pets.

#### Should I get my pet tested for COVID-19?

At this time, testing pets for COVID-19 virus is unwarranted, as there is currently no indication that apparently healthy and unexposed pets should be tested for the virus.

#### Where can I get more information on COVID-19?

You can get the latest information from reputable sources such as:

U.S. Centers for Disease Control and Prevention (CDC): [About Coronavirus Disease 2019 \(COVID-19\)](#)

World Small Animal Veterinary Association: [Coronavirus & Companion Animals Advice](#)

World Organization for Animal Health (OIE): [Questions and Answers on the 2019 Coronavirus Disease \(COVID-19\)](#)

Please rest assured CCPEC is monitoring the situation closely and we will continue to consult and seek input from internal and external experts to provide the best guidance and advice for you, our valued clients. Do not hesitate to contact us if you have questions or concerns.

With love,

Dr. Jenevieve Price and the team at Central Coast Pet Emergency Clinic