

Due to the COVID-19 outbreak, we have implemented the following protocols to keep our team members and community safe.

All visits are strictly by appointment only, ring **9646 5300** on arrival.

- Consults will be **CONTACTLESS**. Clients are not permitted to come into the clinic until further notice. Please fill out a VISIT SUMMARY form which is available to download on our homepage www.portmelbournevet.com.au under documents. You can email this to us or hand it to one of our staff on arrival.
- The nurse will take your pet and visit summary form. The vet will examine your pet and then will phone you [usually within 10-15 minutes].
- We are currently limiting non-essential visits, please call our team members to discuss if you are unsure.
- Our Sunday consultation services will give priority to our existing clients. For emergencies, please contact Advanced Vet Care (South Kensington) **9092 0400** or Centre for Animal Referrals and Emergencies (CARE – Collingwood) **9417 6417**

If you have an appointment:

1. Upon arrival, please call **9646 5300** to notify reception.
2. You will be asked to wait outside while a team member attends to you.
3. A team member will collect your pet and one of our vets will then examine your pet and call you to discuss your pet and a treatment plan.
4. A staff member will then return your pet and collect payment.

For medication requests and any sales of over-the-counter products:

1. All requests for medications and over-the-counter products must be pre-arranged with 24 hours notice. This includes prescription medications, pet food and worming products etc. Payment should be made over the phone.
2. Please call reception on **9646 5300** or preferably email info@portmelbournevet.com.au with your request. Please email with the following details: pet's name, your surname, item required, best contact number. Collection of meds and food etc is between 2-4pm unless by prior arrangement.