

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.
- We will **allow 1 client [1 per consult] to enter the premises at one time for appointments** with the vet, but please keep a 1.5m distance from staff.
- 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. The front door is locked. 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. If you choose to wait outside then a team member will collect your pet and one of our vets will then examine your pet and call you to discuss your case and a treatment plan.
4. A staff member will then return your pet and collect payment outside.
5. If you choose to come inside with your pet, your temperature will be taken and hands sanitized. Face masks are compulsory.

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.
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.
3. A team member will contact you for payment over the phone within 24 hours and notify you of collection instructions.

New Clients: please fill out a new client form, found on our website under "Forms". This can be emailed or brought to us on the day.