

## COVID UPDATE

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. Staff will bring clients inside for appointments, please wear face masks and use hand sanitizer on entry.

### **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](mailto: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.**

