

# COVID-19 Information

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

- All visits are to be strictly by appointment only.
- We can allow one client to attend per consultation. Facemasks must be worn. If you have a mask exemption, we will conduct a contactless consultation for the safety of yourself and our team.
- For emergencies, please contact Advance 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 until a consultation room is available.

FOR MEDICATION REQUESTS AND ANY SALES OF OVER-THE-COUNTER PRODUCTS:

1. We invite you to pre-arrange requests for medications and over-the-counter products. This includes prescriptions, pet food and worming products etc.

WE ASK THAT ALL OUR CLIENTS READ THE FOLLOWING CAREFULLY BEFORE VISITING OUR PRACTICE:

- Please do not visit our practice if you have any symptoms of COVID-19.
- Please do not visit our practice if you are currently in mandatory medical self-isolation or quarantine. If you have an urgent problem, please call us and we will assist you as best as possible.
- Please maintain a distance of 1.5 metres from our staff at all times
- When waiting outside our clinic, please maintain a suitable distance from other pet owners.
- Only one adult should attend the visit to drop off your pet.

We thank you for your patience and understanding in this difficult time. Please know that we are doing our best to ensure that we can continue providing our services to the community.