

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 strictly by appointment only [unless an emergency]
- Only one client to attend per consultation. Facemasks must be worn, except in the case of a medical exemption.
- For emergencies out of hours, please contact Advanced Vet Care (Kensington) **9092 0400** or Centre for Animal Referrals and Emergencies (CARE – Collingwood) **9417 6417**

IF YOU HAVE AN APPOINTMENT:

1. The front door is open. If waiting area has more than 2 people in it please wait outside till we can serve you.
2. You may 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 with your pet.

We thank you for your patience and understanding in these difficult times. Please know that we are doing our best to ensure that we can continue providing our services to the community 7 days a week.