

## Update from BELLEVUE VETERINARY PRACTICE on COVID-19

Our ambition is to deliver the best of care for your animals and service to you. Coronavirus is changing our world and the way we live and behave. Your animal's good health is paramount to us, and we are looking to provide the service and support you need throughout this period of social or self-isolation. This is our number 1 priority; however we can't plan for future shortage of staff so we may need to alter the way we do this. We will keep you informed at all times if anything changes. In line with government guidelines, we have asked some of our staff to work remotely, so how we deliver our service to you is changing too.

Routine appointments will stop for now and we will be unable to see any small animal patients other than sick or injured animals on an emergency basis. We will also be fulfilling urgent prescriptions only.

We would now ask you to always phone first if you feel your pet needs treatment, and we will look to schedule a remote consultation with you to receive the best advice on care, treatment or medication. Where medication or treatment is necessary, we will advise the best approach for you and your animal. Medication can be collected but we would ask you not to take the medication from the staff member's hands but to allow them to place it down, step back and then you step forward to pick it up.

If you are self-isolating we will explore if a friend or family member from outside your home could bring your animal into practice.

If you do have to attend our practice, please remain in your car, and call us on 01373 836186 to check-in. The vet will meet you at your car and take your animal into the consultation room and will return your animal to you and discuss the plan of treatment. We will continue to adhere to social distancing of more than 2 metres distance. If you are requested to come into the Practice we also ask that you wash your hands before and after your consultation and only 1 person to accompany your animal.

In addition:

- Repeat prescriptions can be scanned and emailed
- Home visits are suspended until further notice

We are increasing the times between appointments to ensure we can clean the consult rooms correctly between clients. Although infection control is a huge part of our daily life, we have intensified our cleaning protocols within the practice.

I hope using these guidelines we can all stay safe, whilst delivering the service and support you need. If you have any concerns, please do call us, and we'll be happy to advise. We are expecting our phone lines to be busy this morning so if you need to call us, please be patient.

We'd also like to thank you in anticipation of your cooperation and loyalty to us and in enabling us to keep you, your pets and our team safe.