

## Staying COVID-19 Secure in 2020

NWVS are following guidelines as directed by the Government, RCVS and BVA, and continue to put public health first and therefore reduce face-to-face contact with clients and only see emergencies and urgent cases. Whilst continuing to provide advice via the telephone or email on complex cases.

What's new - we have introduced a new pet drop off/pick up zone.

### What NWVS can do to help support Referring Vets during COVID-19.

- We have organised our hospital so that if an emergency or urgently sick patient needs to be referred, we are here to deal with those cases while keeping our colleagues and the public protected.
- If you feel that a patient needs to be referred, do contact us and we can help you and your clients decide on the best course of action and talk through a safe referral process.
- At Northwest Veterinary Specialists the health and wellbeing of our patients, colleagues and wider community is a number one priority.

We can confirm we have complied with the Government's guidance on managing the risk of COVID-19 by:

- Carrying out a COVID-19 Risk Assessment and shared results
- All areas of the hospital follow a strict cleaning rota of every two hours where communal surfaces, doors, handles, computers, pens, etc. are wiped down.
- We have a strict hand hygiene policy to wash hands regularly for 20 seconds in place and hand sanitiser is provided.
- We have a safe distancing policy of 2metres minimum in place, and where we cannot be 2metres apart we are doing everything practical to manage the transmission risk.
- Windows are kept open in reception during the day.
- Wellbeing support is available for all NWVS colleagues.

### Consultations for clients during COVID-19

- No consultations will take place inside the hospital; all consultations will take place over the telephone.
- When clients arrive they will be asked to wait in their cars and telephone 01928 711400 option 2 and 2. Clients then inform a member of the Client Care Reception Team that they have arrived, giving their car registration and colour of car to the Receptionist.
- A clinician or nurse, wearing PPE masks and a face visor will then come and collect the pet from our pet drop off zone, located at the rear of the hospital. There will be no hand shaking.
- Clients will be asked to wear a face covering and use the hand sanitiser available outside the hospital.
- An NWVS lead will be made available for dogs. Client cat baskets will be taken into the consultation room to safely transfer your cat to a NWVS cat basket, returning your cat basket to you immediately.
- A clinician will then examine your pet from their consultation room and then call the client who is waiting in the car, to discuss the case over the telephone.
- No toilet facilities will be available.

# COVID-19



- All client paperwork, including insurance information, payments, treatment and financial consent will be completed via telephone or email, where possible.
- Any clients that are uninsured are advised that a 75% deposit of the estimate is required at consultation.
- All payments will take place via telephone – Telephone 01928 711400 option 2 and 2. No cash is to be accepted.
- This process also applies to admit and discharge appointments.
- We understand this is a difficult time and would like nothing more than for you to have an opportunity to say goodbye to your beloved pet. However, if your pet is taken seriously ill or deteriorates then unfortunately for the safety of everyone you would not be there to say goodbye. Support is available through the Blue Cross to help pet owners during a loss of a pet.
- <https://www.bluecross.org.uk/search/node/pet%20put%20to%20sleep>
- Any clients needing to collect any ashes are advised that these can be collected in person on Saturday during the hours of 9am-5pm.
- Alcohol based hand sanitiser is available outside the main doors of NWVS.
- Water is available outside the premises with single use cardboard bowls to allow your pets to have a drink when they arrive for their appointment.
- All clients are being contacted or made aware when booking their appointment of these changes

NWVS will be noting these changes to the way we work on our website, social media and in all email communication sent to the client regarding consultations.

The above measures have been put in place to protect the safety all our colleagues, referring vets and clients. NWVS continues to be committed to providing excellent care to clients and their pets during this time.

Thank you for your continued support and understanding, at this uncertain time to help keep everyone safe.

**The Team at Northwest Veterinary Specialists**