

Wagnolia Veterinary Clinic COVID-19 Protocols

Updated 3/15/2020

Objectives

- Keep staff-client exposures to a minimum to reduce viral transmission.
- Mitigate infectious disease transfer by adhering to appropriate cleaning protocols.
- Maintain personal hygiene to mitigate infectious disease transfer to yourself and your colleagues.

Staffing

- Due to the impact of coronavirus, our hours and schedules may be affected. Please be aware that this may affect your schedule. Every effort will be taken to maintain staff hours.
- The clinic will be assessing the daily schedule and attempt to keep the least amount of staff on premises where possible to mitigate infectious disease exposure.

Cleaning

- Maintain prompt cleaning schedules.
- Keep all surfaces clear of difficult to clean objects (pay attention to front desk countertop and exam room counter tops).
- Clean all surfaces including keyboards, sink counters, windowsills promptly after client or staff has had access to them.
- Clean keyboards, desk mice, phones with disinfectant hourly.

Staff-Client Interactions

- Care coordinators will print and laminate sign included below; these must be posted on both doors and social media and website postings must be amended accordingly.
- Drop-off protocols
 - o Owner is to call us when he arrives with his pet; if owner is in a car then he should be advised to remain in the car.
 - o A brief patient history will be obtained by a veterinary staff member over the phone and relayed to the doctor. A treatment plan will be presented to the client over the phone for verbal approval and then the pet will be received at the side or front door by a veterinary team member.
 - o The pet will be seen and treated in our hospital while client either waits outside, in his car or at home. Client will be phoned to discuss recommendations and next steps and then final payment will be collected over the phone. Thereafter, the pet will be discharged to client at either our side or front door. Please note that we will employ the same fear free and low stress handling techniques that we always do; changes in our environment and community will not impact our level of care or compassion towards our patients.

- Per request from client, a phone or email summary of treatments and recommendations will be provided as soon as the doctor is able.
- Client care coordinators are to initiate calls to all scheduled new patient appointments to request them to complete new client forms via email at least 1 hour prior to appointment. All non-urgent appointments will be offered the opportunity to reschedule, and any currently scheduled discount will be applied to the visit.
- All new appointment requests will be handled as follows:
 - New patient appointments
 - Medically urgent appointments will be scheduled as needed. Owners will be informed of new drop-off protocols.
 - Non-medically urgent appointments will be scheduled 4 weeks from now or later. Any patient requiring rabies vaccination update within the next 4 weeks will be considered medically urgent, and this should be reviewed with the owner at the time of appointment scheduling or immediately upon receipt of medical records.
 - Existing patient appointments
 - Medically urgent (absolutely need to be seen) appointments will be scheduled as needed.
 - Medically urgent cases include most (but not all) ocular cases, acute vomiting, lethargy, anorexia, some dermatological cases (discuss with the doctor prior to scheduling).
 - Medical cases that are not urgent include behavioral health, chronic issues (diarrhea, vomiting, etc), acute diarrhea; anything believed to be a non-urgent medical case should be discussed with the doctor prior to scheduling.
 - Some of these cases may be scheduled as TeleHealth appointments. These may be scheduled in as a 20 minute phone call with a doctor/tech team.
 - The doctor will complete both the history and discussion of treatments with the client. This may include a recommendation for an in-person exam.
 - Any rabies booster that is coming due within the next 4 weeks should be scheduled within the next 4 weeks but towards the 3-4 weeks of the timeframe (i.e. schedule out as late as possible within the vaccination timeframe). We do not want the patient to become overdue on rabies if we can help it.
 - Continue all puppy/kitten vaccination schedules as advised by the patient's medical record. We do not want to fall behind on the boosters.
 - Wellness and some non-medically urgent appointments will be scheduled 4 weeks from now or later.

Wagnolia Veterinary Clinic

COVID-19 Client-Patient Protocols

Dear Patrons of Wagnolia Veterinary Clinic,

Our clinic has implemented several new protocols in light of the recent coronavirus outbreak. In order to help us minimize staff-client exposures while maintaining optimal patient care, please see our protocols below:

- We ask that if you are experiencing any clinical signs of illness (runny nose, coughing, fever), that you please ask a friend or family member to bring your pet to the clinic on your behalf. If you must be the one to bring your pet, please call us so that we may determine how best to minimize disease exposure while treating your pet.
- We have adjusted our intake protocols.
 - Please call us when you arrive with your pet; if you are in a car, please stay in your car.
 - A brief patient history will be obtained by a veterinary staff member over the phone and relayed to the doctor. A treatment plan will be presented to you during this call for verbal approval and then your pet will be received at the side or front door by a veterinary team member.
 - Your pet will be seen and treated in our hospital while you either wait outside, in your car or at home. You will be phoned to discuss recommendations and next steps and then final payment will be collected over the phone. Thereafter, your pet will be discharged to you at either our side or front door. Please note that we will employ the same fear free and low stress handling techniques that we always do; changes in our environment and community will not impact our level of care or compassion towards our patients.
- All food and medication pickups must be paid over the phone prior to pick up, and then will be handed off to the client at either our front or side entrance by a staff member. Please call when you arrive.
- We want to ensure that we're providing the best possible medical and preventive care to our patients while mitigating risk of disease transfer to you and our staff. For this reason, we will help you determine whether your pet's needs are urgent and need to be seen in clinic or non-urgent and can either wait to be scheduled later or are eligible for TeleHealth consultation.
- In the coming days or weeks, we may need to adjust our own hospital schedule and staffing to keep our staff and doctors safe, so please keep monitoring our social media and website for updates.

We thank you for your patience and understanding as we all enter this uncharted territory together. Our new protocols may lengthen wait times despite our best abilities, but we will do our best to accommodate you and your needs. Please communicate with our staff about any questions or concerns; we are always here to help.

Sincerely,

The Staff and Doctors of Wagnolia Veterinary Clinic

