

With the continued rising threat of COVID-19, we have had to make some difficult decisions necessary to protect the health of our clients, employees and families, while preserving resources for local hospitals. We will continue to staff and operate out of our **South Austin and Round Rock** locations to provide essential specialty, urgent and emergency veterinary care. PLEASE SCROLL DOWN TO VIEW

NEW HOSPITAL PROTOCOLS starting 3.23.2020

Specialty Care:

- Please call to speak with one of our specialists to determine if the pet's current condition falls into the emergency or urgent care category which requires a in person consult. There are several situations where we can work as a team to help the client without the need to visit our hospital.
- The Client Care Team cannot make an appointment prior to the Specialists' approval which is based on the conversation with you, their pcDVM.
- Existing new and recheck appointments, beginning Monday, March 23rd that are considered non-essential (unlikely to experience harm if treatment is not administered in a timely manner) will be canceled.
- We will not be taking any paper medical records or physical radiographs

Send all **Medical Records and Radiographs** to:

South - south@ctvseh.com

Round Rock - rr@ctvseh.com

Emergency Care

- As with Specialty Care, **please call our hospital PRIOR to sending any client over.** We want to minimize wait times, the ability to advise the clients what to do before their arrival ie registration, and to help minimize cases having to wait during our shift change times. If you have a post- operative case or a critical patient, we do not want to see them waiting unnecessarily during our critical disinfection period. Having them come earlier or with you for a bit longer is a much safer option for that patient.
- We will not be taking any paper medical records or physical radiographs

Send all **Medical Records and Radiographs** to:

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For any patient coming to our hospitals

- Clients will not be permitted inside CTVSEH. They will be directed to drop off their animal or remain in their cars during appointments; most communications will be delivered via telephone. Please ask any client coming to our hospitals to call 512-892-9038 before they leave their homes or your hospital. We will allow for exceptions around end-of-life decisions.
- We have gone to Team Shifts and are not permitting clients or non-scheduled team members into the hospital during this crisis. We do have specialists and emergency care doctors on most of the shifts. There will be a complete disinfection process occurring between our shifts. All of this in hopes to avoid exposure of a large number of team members if one contracts corona virus.
- For 1 hr before and 1 hr after shift changes, our abilities to assists clients will be very limited and thus their wait times extended. Shift changes occur at 6pm and 7am each day. **IF YOU ARE SENDING A CLIENT TO OUR HOSPITAL, PLEASE DO SO A MINIMUM OF 1.5 HR BEFORE OR 1 HR AFTER THOSE TIMES.**

We understand this action may cause distress for some of our clients and also may inconvenience your practice. However, we believe that this course of action is necessary in order to preserve our services for as long as possible to those patients who require emergent and urgent care as well as preserving resources for both our human and furry companions.

For up to date changes in client protocols, feel free to reference our COVID-19 page using the button below.

Recent Updates or Changes

**Central Texas Veterinary Specialty & Emergency Hospital
ctvseh.com**