

Attn: Primary Care Veterinarians,

This is a difficult time with COVID-19 and for the safety of everyone, we are making some changes to our current client appointments when clients typically accompany their pets during their appointment.

****Effective Immediately: March 16, 2020 -- COVID-19 CVCA Client Protocol**

CVCA's top priority right now is the safety of our team and doctors and other clients. In order to continue offering our services and to keep within the Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines regarding the transmission of COVID-19, we are making the following changes to our client protocol today and lasting for as long as the recommendations are in place.

****NOTE - If pet owners refuse to follow these new protocols - they will be asked to reschedule for when the guidelines are no longer in place.**

New client protocol includes:

1- In order to protect the safety of our team, our doctors and other clients, we request all **clients showing signs of illness that can be associated with COVID-19 remain at home and not bring their pet to CVCA offices.**

2- **We are asking pet owners not to enter the building**, in order to minimize contact distances.

3- **Prior to a client appointment, please ensure that you have completed our [Online Registration Form](#).** We request all clients, (New and Recheck), complete this form as there are new questions to obtain information needed to adhere to our adjusted workflow

4 - **When clients arrive for their appointment, they should contact our office to alert our team they have arrived and what type of vehicle they are in.** They are to remain in their vehicle and our staff will come to them to bring their pet in for their appointment.

5 - **We ask clients to remain on-site in their vehicle during their pet's appointment** so that they are immediately available should we have any questions and in order to return their pet as quickly as possible to reduce the pet's stress.

6 - **If any additional information is needed prior to performing our diagnostics**, or any additional tests are needed beyond the examination, blood pressure, echocardiogram and ECG, a team member or doctor will contact the client via phone.

7 - **Once the pet has been fully evaluated, the doctor will contact the client - via phone - to go over their findings, recommendations and answer any questions they may have.** The client's call will then be transferred to a client service

representative that will collect payment via credit card over the phone. We ask our clients to please use credit cards vs other payment types (cash or check) at this time.

8 - A complete copy of the client's pet's cardiac evaluation will be emailed to them by the end of the day. All **prescriptions** will be faxed to the pharmacy of their choice and **medications dispensed in house** will be brought out to the client with their pet when the evaluation is complete.

We strive to offer the same great service while minimizing risk for all parties at this time. We will continue to monitor the situation and communicate any changes.

Thank you for your patience and understanding and please let us know if you have any questions or concerns.

CVCA Cardiac Care for Pets