



Coronavirus Update - 1st April 2020

Our primary objective at VH has always been to **deliver the best quality care to your animals** in Lincoln, together with the **service levels that you, our loyal clients deserve.**

The current Covid19 outbreak is forcing us to also succeed on two other critical duties:

The health, safety and wellbeing of our staff

- To protect them and their families
- So that sufficient Veterinary Hospital staff will be available to care for your animals throughout this pandemic

Making as many staff and clients as possible **stay at home to stop coronavirus spreading.** This is a civic and social responsibility we ALL share .

During the past week our governing bodies including the RCVS (Royal College Of Veterinary Surgeons) and BVA (British Veterinary Association) have issued guidance for Veterinary practices providing essential services vital to safeguard animal welfare.

We can still provide urgent medical care and emergency treatment at the surgery and can also resolve many non urgent complaints via Telephone or Video consultation. So please do not hesitate to contact us in the event of a problem.

We have implemented a triage system:

- Our trained reception staff know which urgent and emergency conditions we can book in without triage.
- If there is any doubt we can arrange a Phone or Video consultation to determine if it is appropriate to see your animal.

If you need to visit the practice physically, in ALL cases we will be adhering to our strict Covid-19 protocols which follows the government guidelines regarding social distancing to maintain a safe environment for our staff and clients. We will be taking a history over the phone either prior to the consultation or on arrival

- When you arrive call us with the bay number in which you parked
- When ready the Nurse or Vet will come to the car and admit your pet to the surgery observing social distancing guidelines
- We will examine/treat your pet and return him/her to you in the car park after discussing any findings over the phone if necessary.
- Payment will be taken remotely.

We realise that this may provide some inconvenience to owners, however we would like to thank our clients for their respect and understanding at this unprecedented time.

If you would like further guidance or information on pets and the issues surrounding this pandemic we would suggest you take a look at the following links;

www.rcvs.org.uk

www.bva.co.uk

www.thekennelclub.org.uk

<https://icatcare.org/covid-19-advice-for-cat-owners/>

https://www.subscribepage.com/leadwithlaurencoronavirus?fbclid=IwAR01THvZQhyKtVmN2vi2vWj7Ohg91QEmV8bFu-DF0rmxDp_SNzXPDxUtnQU

