



# Loveland Vet Clinic

## COVID-19 Client Protocol

We at the Loveland Vet Clinic understand there is a lot of worry and some confusion regarding the Corona Virus pandemic. Please know that our priority is the health and safety of our clients and staff. In order to still give the best care to our patients we are implementing some guidelines to help reduce the transmission of COVID-19, in accordance with recommendations from the CDC and WHO.

- First, please if you are showing any signs or symptoms of COVID-19 to remain at home. If your pet really needs to be seen we can help work something out either by coming to your home to pick up your pet or you sending a friend and speaking on the phone about the exam findings.
- We are asking that no more than two (2) adults over the age of 18 come to your pet's appointment. Please no children or additional family or friends.
- As our waiting room is small, when you arrive for your pet's appointment, we have some options.
  - Call to ensure that an exam room is ready for you and your pet and come in when ready.
  - Call and we can come and get your pet from the car and the doctor can call you with exam findings.
  - We can do payments over the phone to avoid contact as well.
- If you are coming to pick up food or medication. Please call us ahead of time to either have the food and meds ready or when you are in the parking lot and we can then deliver to your car.
- Be patient. We have yet to experience any staffing or inventory issues however, this might occur. Please be patient and know that we will get to you and your pet as quickly as possible.
- We have stopped doing any elective surgeries, spay, neuter, dentals that are a routine cleaning and any procedures that are not critical in the immediate health of your pet. We are still open normal hours, as of March 23, 2020, until the foreseeable future. We are unable to get some of the PPE (masks, gowns and surgical gloves) as they are rightfully being used in the human field. This is part of the reason for the cut in surgeries.
- We may have the doors locked to the public and then have you call to come in for any medications, food or appointment needs. The last thing we want is for 10+ people waiting in the front lobby for something that we can deliver to your car or put you directly into a room.



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If you have any questions regarding your pet's health, our guidelines or what to watch out for please do not hesitate to call or text us. [970-667-3252](tel:970-667-3252)

Please be safe and keep calm.

Thank you again for your continuing trust in us!

[The Staff of Loveland Vet Clinic](#)