

How to visit our practice during COVID-19



These days, when it seems everyone's nerves are frayed because of the continuing fear and stress surrounding COVID-19, it's more important than ever to **be kind and courteous** to each other. Thank you for trusting us with your pet's care and we look forward to continuing to serve you.

Making Appointments, Requesting Prescription Refills and Ordering Pet Food:









1. We are experiencing increased appointment requests due to COVID-19. If you know your pet is due for vaccines in the near future or will need a prescription refill or more pet food, please don't wait to request an appointment or to request the refill.
2. The easiest way to schedule appointments and request prescription refills and to order pet food, is on our website or through our App. Links to these tasks are in the **RESOURCES** menu on our Website Home Page: www.valleyvetclinic.net.
3. After your pet's appointment has been scheduled, you will receive a confirmation email or text with a link directing you to complete and submit our online Pre-Appointment Check-in Form on our website. This form is important and helps us know more about your pet.
4. Please confirm your appointment.
5. Prescriptions and pet food will be pre-paid by phone or by emailed invoice. Clients should call when they arrive to pick up and a team member will deliver the pet food or prescription directly to their car.
6. **NO-SHOW Appointments:** Please give us at least 24 hours-notice for cancellation. If you have a scheduled appointment and do not show up for the appointment, we will not re-schedule that appointment.
7. Please review the following checklist to help prepare for your next appointment.



CURBSIDE CHECKLIST

Thanks to COVID 19 our usual workflow and protocols are VERY different.
This handy list is designed to make your experience as easy as possible.

PLEASE DO NOT PARK IN FRONT OF THE LAUNDROMAT...

-  **HAVE I FILLED OUT MY PET'S PATIENT HISTORY FORM?**
These forms were emailed or texted to you when your appointment was scheduled. If you can't find them, you can visit our website at www.valleyvetclinic.net and download them. This form helps us know your concerns about your pet.
-  **IS ANYONE IN MY HOUSEHOLD EXPERIENCING ILLNESS SUCH AS FEVER OR RESPIRATORY ISSUES?**
Please let our team know immediately if you have tested positive for COVID 19. If so we request someone healthy bring your pet.
-  **DID I BRING MY CELLPHONE?**
Please bring your cellphone and make sure it is fully charged. This is the **ONLY** way our doctors can communicate with you about your pet. You may want to add us to your contacts and be prepared to answer a call from an unknown number as we have multiple lines.
-  **DID I TEXT THE PRACTICE WHEN I ARRIVED?**
We need to know you have arrived, where you have parked, the make and color of your vehicle and which pet you have with you.
-  **IS MY PET IN A CARRIER OR ON A LEASH?**
Since we are transporting your pet into and out of the practice, we want them to be as safe as possible. Carriers should be secure so check all the screws and bolts. Make sure the handle is in good working order. Tighten your dog's collar or harness so they cannot back out of them when walking on a leash. **THIS IS VERY IMPORTANT!**
-  **DO I HAVE MY MASK?**
We do ask that you wear your mask when face to face with our staff. Sometimes 6ft of physical distance is not possible when pets decide to make their own rules. We may ask that you meet us outside your car with your pet for the "hand off". Feel free to take it off when we move away from your car.
-  **DID I BRING MY DEBIT OR CREDIT CARD?**
We will be taking payments over the phone or via tablet. We ask that you **do not bring cash** as making change slows an already stressed workflow. Our client service reps will call to check you out and email your receipt.
-  **AM I PREPARED TO OCCUPY MY TIME WHILE I WAIT IN THE CAR?**
Unfortunately, Covid protocols have slowed our workflow so wait times have increased for our clients. We want you to be aware so you can utilize your time in a way you enjoy. Please do be aware that our team may call you several times during the visit so keeping the phone line open will get you and your pet home in the least amount of time.

WHY are we Curbside?

During COVID almost every veterinary hospital in the country is experiencing extremely high demand for services. In reflection of the general population, our team members may have elders, immune compromised folks, and people with underlying conditions in their home. Exposing them to a client with COVID would be an unacceptable risk. Not only are we protecting these humans but if we were to have a Covid positive staff member, our practice would have to possibly close for cleaning and contact tracing, causing the animals we care for to be without their medical team. Keeping to curbside keeps us open and here to help. Thank you for your understanding and collaboration! Rest assured your pets are entering a building full of "animal loving fanatics" and we will do all we can to make their visit as pleasant as possible.

What to expect on the Day of Your Pet's Appointment:

We request that you **BE PATIENT** with us. Despite some frustrations or inconveniences, curbside service is working well, and we will keep the following protocols in place as long as needed.

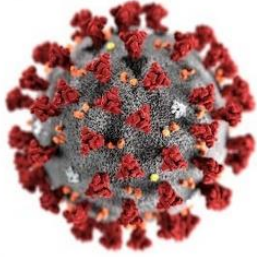
When you arrive for your appointment:

1. There is no need to arrive more than 10 minutes early for your appointment.
2. If a 10-Minute Drop-off Parking space is available, please park there. (If not, find a parking spot to the north of the clinic)
3. Text us to let us know you have arrived at **775-683-9255** or call the same number.
4. Someone will check you in and let you know when to bring your pet to the **Pet Transfer** area.
5. **Please stay in your car until notified the doctor is ready for your pet. Someone will call or text you to let you know.**
6. A team member will meet you at the **Pet Transfer Area** to take your pet into the clinic.
7. Once your pet has been admitted to the clinic, please move your car to a parking spot north of the clinic, so the next client can use the Drop-off space. Thank you.
8. **Please No Smoking or Cell Phone** use while a Dr. or team member is at your car for check-in or check-out.
9. The following requirements are for the safety of your pet.
 - **Dogs must be on a leash.**
 - **Cats must be in a carrier.**
10. The Dr. or Technician who is caring for your pet will communicate with you either by phone, or outside at your car, to let you know any findings and how the appointment went.
11. Your pet will be returned to you following the examination and any treatments or needed diagnostics.
12. You will pay your invoice from outside or by phone, via contactless payment, whenever possible. Please have a credit or debit card ready when you check out.

Phones—Expect Delays...

- In addition to normal call volume, we must also communicate by phone with pet owners waiting in our parking lot while their pets are being seen.
- If your call is not answered, please leave a detailed message. If the lines are busy, please text us at 775-683-9255 or email us at valleyvetclients@gmail.com with your question.
- And despite longer hold times, we ask that you please **BE KIND** to our team members once they are able to take your call.

And finally, we know you'd like things to go back to "normal" and we feel the same! Based on information we receive almost daily from professional organizations and government health agencies; it is likely we will continue providing curbside pet care for quite some time. **Please don't complain to our staff about our required COVID-19 restrictions since they don't make the rules.**



Information on COVID-19 Symptoms and Safety Guidelines for clients while visiting Valley Veterinary Clinic

People infected with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus.

People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Safety Guidelines for our Team and our Clients

COVID-19 is unlike anything the veterinary profession has ever dealt with. We are grateful to be considered an “essential” business, but it’s definitely not been business as usual. From the beginning, our priority has been to keep our team and our clients as safe as possible using the following requirements:

1. We follow the CDC and OSHA guidelines to protect our team and our clients against work-based transmission. These include extra cleaning, disinfecting, monitoring staff health daily and limiting those inside the building to staff only.
2. We ask our clients to inform us if they show any of the symptoms listed above, are ill or have been exposed to COVID 19 so we can take the necessary precautions to care for their pets.
3. All staff and clients must wear a mask. This is a State of Nevada requirement for all businesses.
4. Smoking is not allowed at Valley Veterinary Clinic.
5. Our Doctors and staff walk in and out of the clinic throughout the day, usually with a pet in a carrier or on a leash, so please do not block the entrance.
6. When weather permits, we have seating in the front of the building and the chairs are spaced every 6 feet. Please maintain 6 feet of separation while sitting or standing outside.
7. Due to COVID-19 restrictions, our clinic and our restrooms are closed to the public.
8. Please be aware of other vehicles, people, and pets in and around the parking area. Check before pulling into or out of a parking space and reduce driving speed.
9. If you are unable or unwilling to meet these essential requirements, we will not be able to see your pet at this time.