

# COVID-19 UPDATE

Vets are an essential service, so you'll be relieved to know that we will continue to service our pets during this ever-evolving period. Dr Vanessa Reid has had no respiratory signs and no contact with any suspected cases of Covid19 to date. She wears gloves and masks during her visits to your home.

We provide 3 options for consultations:

## PHONE/VIDEO CONSULTATIONS \$50

- For all new and existing clients.
- Chat to Dr Vanessa Reid via Zoom, Skype, Face time or over the phone.
- Dr Vanessa offers a virtual examination, medical advice and triage assessments. *Due to the nature of not being physically present, limitations may apply to services rendered.*
- **Payment by EFT prior to appointment essential.**
- This option does not apply to Behaviour consultations. Please see [here](#) for more on this service.

## PHYSICAL EXAMINATION OF YOUR PET IN YOUR HOME

- May be necessary following a "virtual Video" consultation where it is deemed necessary and in the best interest of your pet to be examined and then prescribed any treatments or medications or prescriptions.
- **Where the visit follows a virtual consultation, a fee of \$100 will need to be paid prior to consultation via EFT.**
- Dogs will be examined outside and must be restrained with a collar/harness and lead. In order to comply with social distancing regulations, all relevant history will be obtained prior to attending your home. We would ask that you stay inside and watch from inside the home. Treatments will be administered as necessary and medications dispensed. This will attract an additional charge which can be paid for at the time of consultation by tapping a credit card if under \$100, or via EFT at the time of the visit.
- Cats will need to be inside a cat box or basket and preferably examined in a large room that is not frequently used (eg garage). Again, history will be obtained prior to the visit to reduce risk for yourself and us and to maintain social distance.

EMERGENCIES NEEDING SURGERY OR SERIOUSLY UNWELL PETS REQUIRING HOSPITALISATION WILL BE IMMEDIATELY REFERRED TO A LOCAL VETERINARY HOSPITAL OR THE SASH (SMALL ANIMAL SPECIALIST CENTRE)

IF YOU ARE UNWELL WITH REPIRATORY SIGNS, HAVE TRAVELLED RECENTLY, OR HAVE BEEN IN CONTACT WITH SOMEONE WITH COVID19 OR SUSPECTED COVID19, THEN EXISITING APPOINTMENTS WILL NEED TO BE RESCHEDULED OR A VIDEO CONSULTATION WILL NEED TO BE MADE.