**COVID-19 IMPORTANT PLEASE READ: CHANGES TO OUR CLINIC OPERATIONS**

NEW OPENING HOURS: we will be closing at 6PM every night, to enable clinic disinfection.

Due to the rapidly evolving situation with COVID-19, we are taking strict measures to minimise chances of staff infection, so that we can continue to remain open to serve your furry family members for as long as possible.

Effective immediately, our whole team has been split into two groups. Team 1 and team 2 will not interact in person, either at the clinic or socially, until this crisis is over. The clinic will be completely disinfected between team shifts. The teams will do virtual hand overs between shifts so that patient care is continuous. Please see below for team lists. In this difficult time, if your pet is in need of urgent care, we encourage you to please still come in even if it’s a day when your preferred vet is not working. We keep complete medical records for every patient, so we will be familiar with your pet’s case. All of our vets are very experienced (19 – 33 years experience), we have very similar approaches to medical work ups, so you can be assured that your pet will be well looked after.

Until further notice, our teams are:

**Team 1**, working Mondays, Tuesdays and Wednesdays: Dr Liz Papasergio and Dr Rebecca Coleman. Nurses Karrie, Mikaela and Sasha.

**Team 2**, working Thursdays, Fridays and Saturdays: Dr Fiona South and Dr Magda Upton. Nurses: Shannon, Karen and Amy.

Our reception phone and appointment bookings will be handled remotely (by a current staff member), to free up nurses in the clinic to help with patient handling.

We require a maximum of **ONE** owner to attend with each pet (euthanasias are an exception, but we still encourage the number of attending humans to be kept to a minimum).

Our waiting room is very small. We encourage you to wait for your appointment in your car (telephone to let us know you have arrived or text us with the number we will send you when you make your booking, and give us a description of your car). We will be spreading consultations and procedure discharges over the whole day to minimise the amount of clients present in the clinic at any one time. Extra seating will be provided outside in our undercover area for waiting, and many simple procedures will also be performed outside.

We are suspending all CASH payments, we can only accept EFTPOS or over-the-phone payments.

If you require a medication re-dispense, please order and pay over the phone, we will make up your prescription and deliver it to your car.

Phone/video consults are available, and our usual consultation fees will apply. If during the phone consultation it is deemed that your pet needs to be bought in for a physical examination and/or tests/procedures, there will be NO second consult fee charged for this.

The Australian Veterinary Association is currently lobbying the government to have veterinary services recognised as an essential service, so that we can remain open should stage 2 closures come into effect. \*\*In other countries such as the UK and USA, veterinary hospitals have been allowed to remain open, so we are quietly hopeful that this will also be the case in Australia.

If stage 2 closures do come into effect, and we are allowed to stay open, we will be required to operate behind closed doors. We will collect your pet from, and bring your pet back to, your car wearing full PPE. We will explain in more detail in a subsequent email if this comes into effect.

We thank all our lovely clients for understanding, and cooperating with our safety measures in these difficult times. Stay healthy everyone!