



MPH POLICIES TO ADDRESS COVID-19

To all our valued Montrose Pet Hospital clients and pets,

The **COVID-19 pandemic** is a serious issue and we are addressing it with the necessary precautions to do our part in preventing its spread. COVID-19 is a *novel virus*. There is much that is unknown and therefore it is NOT just like the flu. We are not panicking, we are being responsible. **COVID-19 is much more contagious than other viruses and can live on surfaces for up to 15 hours.** The mortality rate is at least 10-fold higher than influenza and people with underlying conditions are far more susceptible. While many who contract the virus will recover, *it is our community responsibility to do our part to protect everyone.*

In an effort to keep our MPH family healthy – both employees and clients, **please read our policies** to address preventing the spread of the COVID-19 novel virus pandemic.

1. **Please do not visit our hospital if you are experiencing ANY symptoms of illness.** We want to continue to provide excellent care for your pets, and in order to do so, we need to stay healthy. We work very closely with each other and your pets. Illnesses can spread easily in this environment. Pets can be contaminated with virus particles and serve as a fomite (essentially a contaminated surface) in the spread.

WE WILL NOT BE ABLE TO SERVE ANY PETS WHOSE HUMAN FAMILY IS ILL OR HAS BEEN AROUND THOSE WHO ARE ILL.

2. **Please do NOT visit the clinic within 2 weeks of ANY travel.**

3. **When visiting the hospital for an appointment, please remain in your car to check in and call the hospital when you arrive. We are not allowing clients into the hospital at this time.** We MUST have clients stay in their vehicles. We will escort your pet into the hospital, where the examination will occur, cats need to be in carriers. We will communicate all exam findings and treatment recommendations by phone. Check out will occur at your vehicle and invoices will be emailed to you

4. **We are anticipating scheduling wellness appointments AFTER April 15, 2020.**The exception to this is **new puppies and kittens** that require

crucial and timely vaccines. Please note that we will allow same day cancellations with no penalties until the threat of Coronavirus has resolved.

5. **Employees are not allowed to work with any symptoms of illness.** Rest assured that we are taking all precautions to protect you when you visit our clinic. **We are disinfecting ALL surfaces (including counters, keyboards, phones, handles/knobs) between clients and patients.** Please do not take offense if we wear masks and/or gloves. We are committed to keeping everyone safe.

6. **Please be patient** while we schedule appointments, during our check in/out procedures. Taking the necessary precautions between clients and patients will require more time. We will be adjusting our scheduling accordingly.
 - **For patients requiring an appointment for medication prescriptions,** we will fill prescriptions without an appointment until we resume normal business operations.
 - **We are continuing surgery services without interruption.**
 - **Cancellation fees will not apply until further notice** so please do not hesitate to tell us if you are not well.

7. The role that animals play in the spread of this virus is still unknown. **To date, there is no evidence that cats and dogs can contract COVID-19 and then infect humans.** Pets can, however, serve as a source of the infection because they can be contaminated with the virus particles on their fur. For reliable and up-to-date information, please read:

Title: COVID-19 FAQ for Pet Owners

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Web Page: <https://veterinarypartner.vin.com/doc/?id=9548687>

Note: When you visit the above link, you will see the complete text of the article including images, handouts and/or links to related articles.

Description: The illness caused by SARS-CoV-2 is coronavirus disease 2019 (COVID-19).