

COVID - 19 PLAN

(216) 561-7387

WWW.SHAKERHEIGHTSANIMALHOSPITAL.COM

To help keep our community safe and protect our staff, we are implementing the following procedures immediately.

VEHICLE DELIVERY:

-Prescription refills, food, etc. will be delivered to your vehicle. Please call when you arrive and a staff member will bring it out to you. Payment will be made via phone.

STAFF ONLY IN HOSPITAL:

-To comply with social distancing, please call when you arrive for your appointment. A technician will take your pet's history over the phone and will then meet you at the front door and take your pet to an exam room where he/she will be evaluated by Dr. Welsh. After the evaluation, Dr. Welsh will call you to provide an update and obtain any necessary authorizations for procedures, medication, etc. A client service representative will then take your payment over the phone and will meet you at the front door to retrieve your pet. Please be patient with us as we work through this new procedure.

IMPORTANT: To ensure the safety of your animal, all cats and small dogs will need to be in a pet carrier. Larger dogs will need to be on a secure leash.

EXCEPTIONS TO STAFF ONLY IN HOSPITAL:

Clients will be allowed in the hospital for end of life care or urgent care circumstance as determined by Dr. Welsh.

SICK CLIENTS/EXPOSURE:

-If you have any symptoms of COVID-19 or have any known exposure, please notify us and reschedule your appointment or have another healthy person bring your pet if urgent care is needed.

PRESCRIPTION REFILLS & PRESCRIPTION DIET FOOD:

If your pet takes a regular prescription or requires prescription diet food, please contact us regarding refills as temporary shortages may occur in the future.

WHAT WE ARE DOING:

All staff members will be monitoring their temperature daily in accordance with the Governor's recommendation on March 18, 2020.

Appointments will now be scheduled every 30 minutes to allow additional time for cleaning and sanitizing of all areas and staff members in between appointments.

As previously stated, we have increased the frequency of cleaning and sanitizing of the entire hospital.

We are actively looking to implement a telemedicine service for established clients and patients.

These guidelines will be in effect until further notice.

For peace of mind, in the event there are any future orders restricting business similar to what is happening in the San Francisco area, it is believed that veterinary hospitals would be deemed an "essential business" and we would be allowed to remain open to serve you and your furry family members.

We can't THANK YOU enough for your understanding, patience, compliance and SUPPORT during this unprecedented time. Together we'll get through this.

Sincerely,

Dr. Welsh & Staff