



To Our Wonderful Clients,

In the midst of recent developments with COVID-19 (The Corona Virus), we are implementing a plan to help protect our clients and our team. These may be updated with the changing environment surrounding the Corona Virus. Please watch your email for further developments.

#### Our Internal Cleaning Plan

We have medical grade disinfectant that we will now use to clean the front desk surfaces and the credit card machine after each user. Our credit card machine is on the desk for you to operate yourself.

In addition to our usual exam room cleaning, we will also be cleaning the exam room door handles between appointments.

We will use the same disinfectant to clean the inside and outside door knobs as much as possible throughout the day.

If you need to wash your hands during or at the end of your visit with us, please don't hesitate to ask and we'll guide you to the sink in our pharmacy area or the bathroom.

We will disinfect the faucet handles on the bathroom sink after each use.

We will be disinfecting our phones and desks, keyboards and mouse surfaces multiple times daily. This will include all chairs and benches in the waiting area/lobby.

#### **Non-Traditional Appointment Options:**

We don't want a pet who needs help to go without veterinary care. If you are concerned about limiting your exposure, please ask for one of these special options. If you think you may have symptoms, please don't be shy about telling us, we all want to be as safe as possible.

We have two special options (if requested):

**Pet Only Appointment.** We will meet you outside the front door and take your pet inside for an exam. You can remain in your car during the appointment and the doctor will speak with you on the phone about your pet. We will also check you out over the phone before you leave. Then we will meet you outside the front door with your pet and any needed medications. If your pet is overly anxious without you present, we can plan for a safe sedative to give prior to the appointment to make the experience less worrisome.

**Telemedicine.** A consult over the phone with email photos or videos is another way to accomplish treatment in some cases. Not all problems can be diagnosed this way and a Pet Only Appointment may be needed. Telemedicine appointments will still incur exam fees just as if you were coming to see us.

Payment will also be taken over the phone. If medications are needed, we can hand them out the front door when you arrive or leave them on the back door for you to pick up. Our doctors will determine if a telemedicine appointment is an option, if requested.

**Surgical Drop Offs as a Pet Only Appointment:** Normally you come in and sign your surgical estimate and paperwork and provide a phone number where you can be reached while your pet is in our care. If you prefer not to come inside, we can email you the estimate and paperwork to complete prior to your arrival. You may scan it and email it back to us or hand it to us outside the front door when you arrive with your pet. Pick up will be the same as a Pet Only Appointment.

**Medication Supply:** There may be future problems with medication supplies. Currently there are no issues with getting medications. We will be monitoring the situation and work around any supply chain problems the best we can. If you are currently purchasing your pet's medications from a human pharmacy and would like to avoid going there, please call us. We may be able to provide those medications or special order them for you so you don't have to wait with sick humans at the pharmacy for your pet's medication. Our Online Pharmacy is also an option for pets who don't need medication immediately, although there is an option for next day shipping for an additional cost. We'd be happy to help you set that up.

Our goal is for Old Dominion Veterinary Clinic to be the least risky place you visit outside of home; so your pets can still get the care they need without risking your own health. We also want our team members to stay healthy so we can continue to provide you with the thoughtful care you have come to know with us. As always, feel free to call or email us with any questions.

Sincerely,

The Doctors and staff at Old Dominion Veterinary Clinic

Old Dominion Veterinary Clinic

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