



## **IMPORTANT INFORMATION:** **Our Plans to help you and your Pet**

Due to the current COVID 19 situation in the UK we, at Moy Vets are doing everything we can to limit the spread of the disease but we do need you to help us by adhering to a few guidelines.

- In the interests of keeping everyone safe we ask that you don't come into the practice if you, or anyone you live with, have a new persistent cough and/or a high temperature. If you do cough or sneeze whilst in the practice, please cover your nose and mouth, and use a tissue where possible. Our team will direct you to the nearest bin. Please wash your hands at the nearest hand wash station.
- We are **still able to examine your pets**. If your pet is due a check-up or a booster in the next couple of months it may be wise to bring this forward whilst we are still able to do this.
- When you contact us to book an appointment, a member of our team may ask whether you have a new persistent cough and/or high fever. If you do, you will be offered a **telephone/video appointment** and if this is not applicable, alternative arrangements will be made. Telephone/video appointments will run for the same length of time as a regular appointment in the clinic, and will incur the same cost.
- To avoid crowding in the waiting area, we would prefer your pet to be accompanied by one person only. If you would like to wait in your car, just call us and we will be happy to advise when the vet/nurse is ready to see you.
- In the interests of safety we will avoid shaking hands and respectfully ask that we, where possible keep some distance between people.
- Please use the hand washing stations in our reception areas to wash your hands on arrival.
- As recommended by WHO (World Health Organisation) we would appreciate if you could pay by card rather than cash (if possible).
- If you need a **home visit**, we will ask a series of questions to keep yourselves and our team safe.
- We have introduced extra regular cleaning of all surfaces and have policies in place for team members to report if they are showing signs so as to minimize the spread of the virus.
- To help our clients Moy Vets are offering a **FREE DELIVERY SERVICE** (when possible) to get much needed medication to those that are ill or having to self-isolate because they are vulnerable. To minimize risk of this service we will discuss with each person how the delivery will be made.