

Morgan Hill Animal Hospital

16150 Monterey Road, Morgan Hill, Ca 95937

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Guidelines for treatment of pets in Morgan Hill Animal Hospital

Dear Clients, as we continue to track COVID-19 updates, we are committed to provide uninterrupted veterinary care to your loved furry babies. Safety of our team members, our patients and pet parents is our top priority in this unpredictable corona virus situation. As the number of cases of COVID-19 are increasing nationwide, including in our county, we have a pertinent responsibility to help mitigate the spread of this virus. We as a veterinary professionals are trying to make our best effort to keep our hospital open to provide care to our patients, while taking necessary measures for protecting ourselves and the general public. We are following guidelines of the Centers for Disease Control (CDC), American Veterinary Medical Association (AVMA), OSHA and County Public Health Department to keep our staff and pet parents away from the corona virus as much as possible, which requires everyone's cooperation.

At our hospital we have implemented additional cleaning and sanitizing protocols that meet CDC recommendations, including disinfecting all surfaces more frequently than usual, especially surfaces touched by the public, like door knobs/handles, chairs and our front desk counters. Frequent hand washing, no hugs/handshakes, using gloves as much possible and avoiding touching our nose, eyes and mouth. We encourage everyone to use these and more safety precautions.

Our team members have been instructed not to come to work if they or someone in their family is ill, coughing or has a fever. There are increased wait times for us to see your pets, but we will try our best to get you into exam room asap to prevent your contact with others. As per our emergency policy, ill patients will be seen ahead of those not ill, irrespective of whose appointment was first. We request your patience and cooperation if it by chance happen to take us longer than usual time to help you with care of your pet. Our reception staff will make efforts to keep customers informed of waiting times, but there may be some unpredictability on waiting times due to circumstances, especially due to taking extra precautions and short of staff situations. If your pet is coming for surgery drop off and pet may have been in contact with person with flu like symptoms, please give such pet a bath with lukewarm water a night before surgery drop off day as a precaution, to minimize possibility of fomite related horizontal virus transmission.

All pets with appointments or walk in sick patients will be received at reception door with no entry for pet parents into the hospital. If you or your family member have symptoms of fever, cold/cough, we recommend you to stay home and send your pet with

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someone who is free of symptoms. If you are ill and cannot find another person to bring in your sick pet, please call us as soon as you arrive in our parking lot and let the staff know you are sick and you request them to take your pet from your vehicle, while you and additional family members stay in your vehicle. Only one healthy family member/pet parent brings the pet to our reception door. Please bring dogs on leash and cats in carriers for sure, for our staff to be able to help you. Furthermore, we request that financial decision making person should come with the pet to authorize treatment plan on pet care, which can be authorized over the phone. Please do not bring moral support pets with your sick pet, to avoid overcrowding our reception door area.

All pets coming for exam/vaccines or treatment will be kept as drop off pets until care is completed. All charges will be paid over phone before you return to pick the pet at discharge time to avoid you having contact with others. Then staff will call you for pick up. Pet will be brought to reception door, from where you take your pet home.

For customers who want to purchase pet food, medicine refills, flea products etc, please call us, staff will charge you on phone OR if you already here, they will take your payment card, then you wait in your car. We will call you to deliver the product to you at reception door.

All these efforts are being made for your and our security. Hope you do not feel offended in any way.

Although, there is no current evidence that pets get clinical disease from COVID-19 OR they transmit it to other pets or people, but we still want to take extra precautions to avoid spread of this virus. As per CDC guidelines, pet parents exhibiting symptoms of cold/cough/fever should use gloves and face mask to handle their pets. Like always, we are here to help you and your furry babies. We appreciate your cooperation, trust and continuous support.

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WE CARE. WE GO ABOVE AND BEYOND