

## **URGENT Hospital COVID-19 Statement**

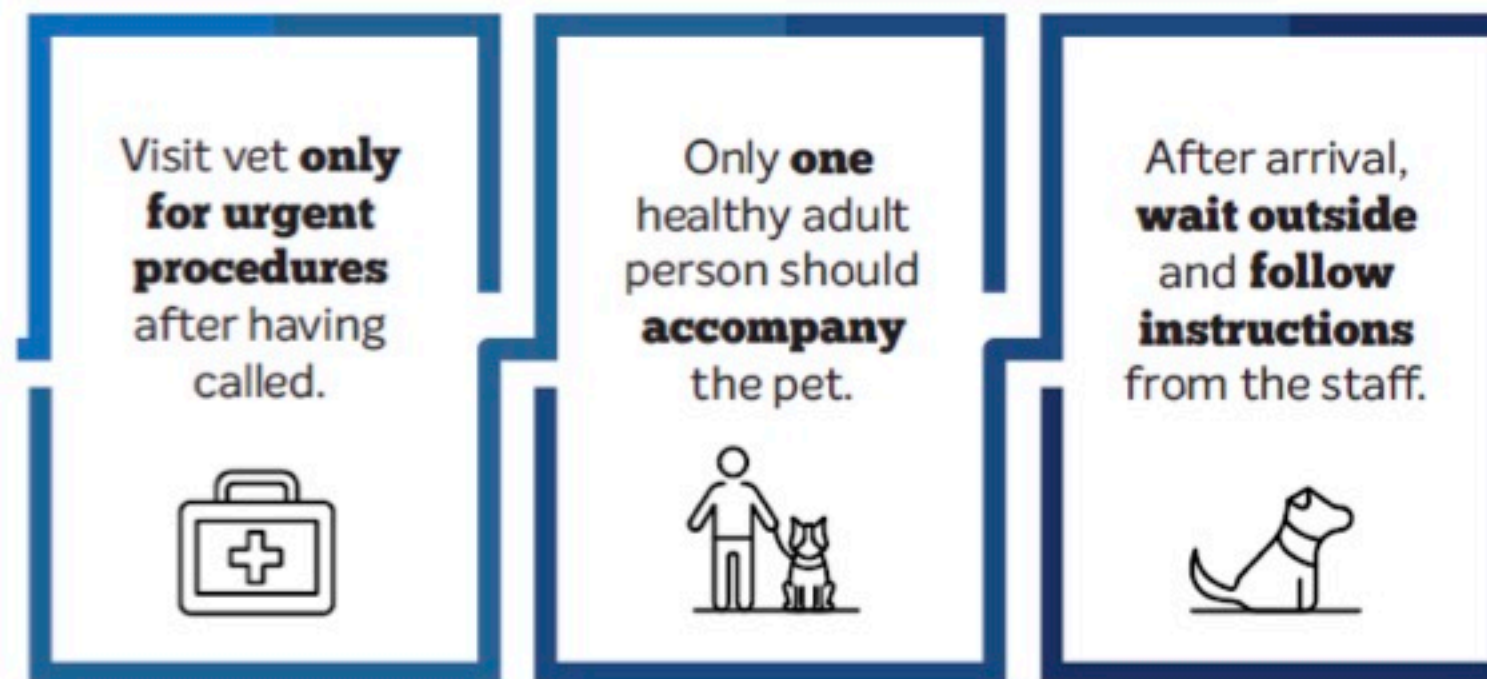
As we continue to adapt to the evolving guidance on Coronavirus (COVID-19) we remain dedicated to minimising risk and best ensuring the health and welfare of our colleagues, students and visitors, as well as our patients.

Therefore, in light of the coronavirus outbreak, we ask ALL clients to please observe the following:

- Please do not attend an appointment if you have a high temperature, a sore throat or have developed a cough in the past two weeks
- Please do not attend an appointment if you are suspected to have, or have been diagnosed to have, the Covid-19 infection, or are in a self-isolation period
- Please do not attend an appointment if you have been in close contact with anyone who has been suspected to have, or who has been diagnosed to have, the Covid-19 infection
- Please do not attend an appointment if you experience a loss of taste or smell

We will of course do all we can to help you and your pet if they have been referred to us, but if you fall into any of the groupings above that prevent you from being able to attend, please ring our Client Services team on 01223 337621 and they will establish how best we can assist you.

If none of the above apply to you and you are able to attend your appointment, please wash your hands well with soap and water for at least 20 seconds before you leave home and note the following:



To minimise risk to staff and clients access to the hospital is not permitted. When you arrive on site please call 01223 337621 Mon – Fri 09.00 – 17.00 on Sat – Sun and any other time follow the out of hours' notice displayed outside the Small Animal Reception. During the call payment will be taken; our preference is for payment to be made by card. You will need to stay by your car for a clinician to attend. Weather permitting the consultation will take place outside, ensuring strict social distancing takes place. A face mask must be worn when engaging with a member of staff outside. Alternatively your pet will be admitted to the hospital and the consult will take place remotely by telephone.

Unfortunately there are currently no refreshment facilities available on-site. West's Café 3 Charles Babbage Road, Cambridge, CB3 0FD is open Monday – Friday 10.00 – 14.00. To minimise risk to staff and clients there will be no access to the hospital toilet facilities, if required it may be prudent to source alternative arrangements prior to your visit.

The Queen's Veterinary School Hospital will continue to monitor the position closely; we advise that circumstances can change rapidly and we may need to adapt our position at little or no notice. We will do our best to keep you informed of any changes which may affect you. We hope this information is helpful to you; please do not hesitate to contact us if you have any further questions.