

URGENT Hospital COVID-19 Statement

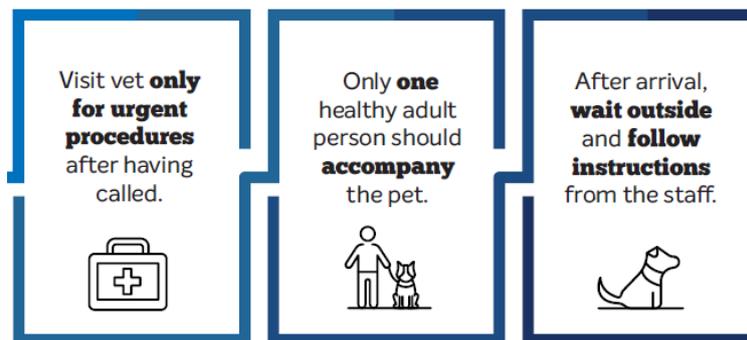
As we continue to adapt to the evolving guidance on Coronavirus (COVID-19) we remain dedicated to minimising risk and best ensuring the health and welfare of our colleagues, students and visitors, as well as our patients.

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. Alternatively your pet will be admitted to the hospital and the consult will take place remotely by telephone.

Following a consultation and full clinical examination, the attending clinician will discuss with you the recommended next diagnostic and / or treatment options for your pet. Some or all of these procedures may take place after the consultation, however please be mindful that this is not always possible and some procedures may either need to be performed over multiple days (with hospitalisation in-between) or scheduled for a subsequent visit.

Unfortunately there will be no toilet or refreshment facilities available on-site. Toilet facilities can be found at Sainsbury's Supermarket in Eddington, a short drive or walk from the Hospital.

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.