



Coronavirus Policy Information for Clients

Updated 15th October 2020

During the Coronavirus pandemic we have had to adapt some of the services we offer clients.

At Paragon Veterinary Group during this period we have 3 priorities:

- To protect and ensure the risk to our staff and clients is as low as possible
- To follow the government advice
- To continue to provide a service for the animals under our care

We know this may be a difficult and worrying time for everyone and with these priorities in mind we hope our clients will understand why we have felt it necessary to implement the following changes in order to provide further support:

1) Clients are allowed back in the buildings in limited numbers. Please knock on arrival and wait for a member of staff to let you in for your appointment or to collect medication. We politely ask that an appropriate face covering is worn at all times inside our premises. Should you be exempt from wearing a face covering please inform us prior to your appointment.

Unfortunately there is no effective way for us to socially distance from an owner during a consultation. So your pet's examination and treatment procedures are performed solely with the vet, usually supported by a veterinary nurse. Once complete your pet will be returned to you in the waiting room.

2) If you are unwell or showing symptoms associated with COVID-19 we politely request that you do not come to any of the practices in person. We are able to provide advice and support over the phone and have protocols in place that mean your pet can still receive the care required so please call us to explain your situation so we may be able to support you.

3) **Telephone consultation** is available for non-urgent cases, if you would like to use this service please let us know when you phone us and a vet will be in touch with you the same day to discuss your pet. To cover the time and the professional judgement of the Veterinarian a charge of £17.50 will be applied. Should your pet need to be seen within 7 days of the telephone consultation, the charge will be deducted from the normal consultation charge at that time. Alternatively you may wish to have a **Video consultation** for your pet, also charged at £17.50. This can be offered via our new app: PetsApp <https://petsapp.com/ml/paragon-veterinary-group-dalston>. If you need any help please email video@paragonvet.com. Should your pet need to be seen within 7 days of the video consultation, the charge will be deducted from the normal consultation charge at that time.

4) If you are in a period of self-isolation and your pet requires treatment then please phone us. There are a couple of options for this; a friend or family member could take the pet to the practice or we could come and collect the pet at the door, take them back to the practice to be assessed and then returned to you.

5) To minimise numbers of people congregating at the practices we would ask that only one person per pet attends the practice for consultation.

6) We ask that clients remain the recommended 2 metres distance from our staff at all times.

7) We are also following NHS guidelines on reducing spread in the practice and regular cleaning is occurring. We also have hand sanitizer available at all entrances to the buildings.

8) We will only be able to provide home visits for emergencies as we are unable to control these environments. If transport is impossible and you cannot get to us we can collect animals and have them examined at the practice and returned for a fee.

The World Health Organisation states there is currently no evidence to suggest that companion animals can be infected with COVID-19, however we would advise sensible hygiene and hand washing after contact with your pets.

We are always available at the end of the phone for advice on your pets, you may not be able to speak to a vet immediately but we WILL get back to you and often we can give advice that means a consultation in person is not required.

We will let you know at our earliest convenience should any of these measures change and would like to thank you all for your understanding and co-operation throughout this time.