

Dear Clients,

As the Coronavirus (COVID-19) is an evolving topic for our clients, PVESC has reviewed multiple health organization recommendations. First and foremost, we are monitoring and taking precautions to protect you and your pets during what the World Health Organization (WHO) has declared as a pandemic. Below is important information on ways PVESC continues to protect our community.

THE MOST IMPORTANT THINGS PET PARENTS SHOULD KNOW:

- According to the CDC, there is currently no known reason to believe that any animals, including pets in the US, can spread COVID-19
- To date, the CDC has not received any reports of pets or other animals becoming sick with COVID-19
- The CDC always recommends following everyday preventive actions to help prevent the spread of illness.

As a rule, pet parents should practice good hygiene habits, including washing hands before and after handling pets/food/supplies, and maintaining a clean environment. If you see any changes in your pet's health condition, contact your family veterinarian.

PVESC IS PUTTING THESE SAFEGUARDS IN PLACE:

- Continuing to maintain our clean and sterile environments while taking additional safety precautions:
 - Cleaning practices have been increased in high-traffic areas, and multiple hand-sanitizing stations have been installed throughout our hospitals.
 - Furniture, counters, floors, door handles, exam rooms, and patient treatment areas are thoroughly (and frequently) disinfected.
- Our staff practices good hygiene by covering coughs and sneezes, not touching their faces, and maintaining social distancing when possible.
- Sick team members will stay home to prevent the spread of illness.
- Clients and non-employee personnel will not be entering the hospitals.

If your pet needs emergency care:

If you are sick with a fever and/or respiratory symptoms (cough, difficulty breathing) and your pet needs attention:

- **You must call ahead**, 207-878-3121, option "1", so we can confirm that your pet needs to be seen by our emergency service, and to give you instructions on how to proceed.
- If it is determined that your pet needs to be seen immediately, we will ask that someone else who is not showing any symptoms bring your pet to the hospital on your behalf.
- If our veterinarian determines that your pet needs to be seen immediately and no one can bring your pet on your behalf, you will be asked to call when you arrive at the parking lot. Please wait in your car and do not enter the hospital.
- Please cover your mouth and nose if you need to sneeze or cough.
- We will meet you at your car, and we will then bring your pet into the hospital for exam and treatment. You will remain in your car.
- We will call when the exam is complete to discuss findings and recommendations.

If you are healthy and have not been exposed:

- Please remain in your car and call our office when you arrive, 878-3121, option "1". We will meet you at your car and then bring your pet into the hospital for exam and treatment.
- We will call when the exam is complete to discuss findings and recommendations.

For scheduled appointments with specialists:

- Clients should reschedule if sick with fever and/or respiratory symptoms (cough, difficulty breathing). If pet needs to be seen, we ask that someone else who is not showing any symptoms bring your pet to the hospital on your behalf.
- For specialty appointments, we will request your email address, and necessary client forms will be emailed to you to be filled out ahead of time and brought with you. Our CSRs can help clients locate the proper forms on our website as well, where forms can be filled out and emailed directly to us.
- Upon arrival, clients may call 207-780-0271 from their vehicle to verbally check-in for their specialist appointments.
- After check-in, clients will wait in their vehicles. We will call when we are ready for your pet, and ask you to take your pet out of your car for us. We will meet you at your car and then bring the pet into the hospital for exam and treatment.
- We will call when the exam is complete to discuss findings and recommendations.
- You will be invoiced directly from your car, and given any prescriptions when your pet is returned to you. Credit card payments are preferred and can be taken over the phone, and invoices and discharge instructions can be emailed to you.
- Pet prescriptions may be (re)filled and paid for over the phone, and we will bring them to your car when you arrive, or we can mail them to you, or they can be filled through our online pharmacy on our website, portlandvetspecialists.com. Please do not enter the building to pick up your prescription.

Please know that PVESC remains steadfast in our commitment to navigate this uncertain period and are doing all we can to protect you, your pets and our employees, with our goal to remain open to be available for your pets.