



## + COVID-19: BVSC Level 2 Restrictions

Thank-you for booking your pet into BVSC's care. The well-being of your pet is our priority and we are committed to giving the very best care possible. It is also important that we keep our pet owners and staff safe during COVID-19. Therefore, BVSC would like to offer our pet owners two options for your consultation:

### 'TELEHEALTH CONSULTATION' or an 'IN-PERSON CONSULTATION'

#### + What is the difference between the Consultation options?

Having a **Telehealth Consultation** enables social distancing and avoids our pet owners having to congregate in our reception. You will be able to drop off your pet and be greeted by one of our dedicated staff who will ensure your pet receives our specialist care with compassion. Our clinicians will then contact you via phone or on your computer/device for a Telehealth Consultation. Telehealth Consultations also enable us to keep our valued team safe so that we can continue treating your precious pets.

Or you can choose to have an **In-Person Consultation**. An In-Person Consultation enables One Pet Owner per patient into the hospital at any time. We ask that you be aware of social distancing before, during and after your consultation. We may also ask to check your temperature when entering the hospital and if you have uploaded the COVIDSafe Application.

#### + What do I do if I am unwell, in quarantine, self- isolation or have been in contact with someone who has been diagnosed with COVID-19?

We kindly ask that you don't attend BVSC and please let our team know of your circumstances. As per Government COVID-19 Guidelines, BVSC ask that if you have flu-like symptoms, sore throat, a temperature or if you have been exposed to COVID-19, that you don't attend the hospital. We ask that you have a family member or friend accompany your pet to our hospital.

#### + What are the COVID-19 Guidelines?

Please notify a BVSC team member if any of these pertain to you.



### **We need to know if:**

- + You or anyone in the household has been interstate in the last 14 days.
- + You or anyone in the household been in contact with any person that may have been potentially exposed to COVID-19.
- + You or anyone in the household have flu-like symptoms, i.e. sore throat or increased temperature.

*Please know we are here to treat your pet. We do need to know so we can ensure we take adequate infection control measures.*

### **+ I would like to book a Telehealth Consultation. What do I do next?**

BVSC are here to make your consultation as stress free as possible by introducing simple steps to ensure that we continue to deliver our gold standard of care with compassion to your pet.

#### **+ Before Your Telehealth Consultation**

- 1 To book an appointment, please call 07 3264 9400. Our friendly Client Service Team are here to take your call and will explain that you have the option of a phone or video call with your veterinarian or an In-Person Consultation. Should you choose a video call, you will be asked to simply download the zoom and our BVSC Client Service Team are happy to help you with this.
- 2 You will then receive an email and an SMS confirming your Telehealth Consultation and how to proceed.

#### **Here is the link for you to download and install the Zoom Application:**

1. Go to <https://zoom.us/download> and from the Download Centre,
2. Click on the Download button under "Zoom Client For Meetings". This application will automatically download when you start your first Zoom Meeting
3. You will receive an email invitation with a security password and ID from BVSC, simply click on the link and enter the requested details



4. Please allow extra time prior to your appointment to enable enough time to drop off your pet prior to the consultation.
5. Upon arrival at BVSC, please call our friendly Client Service Team on 3264 9400 and proceed to the underground car park at BVSC + The Animal Hospital if your appointment is at the main hospital. If your appointment is at BVSC + The Specialist Clinic, please proceed to the car park at the front of the Clinic.
6. There is no need to leave your car as BVSC have introduced the role of a BVSC + Consult Admissions Person (CAP) who will greet you and your pet at your car. We do ask for you to be mindful of social distancing when interacting with our team.
7. We ask that you remove any collars, leads, blankets etc from your pet. For dogs, we will supply a BVSC slip lead and then you can simply remove your lead. If you have a cat, then we ask you keep your cat in their cage, without a collar or blanket.
8. Please remain in your car and our veterinarian will phone or video call you at the time of your consultation.

#### **+ Once Your Pet's Telehealth Consultation is Completed**

9. We ask that you remain in your car once the consultation is completed. One of our Client Service Team will call you to arrange payment (card preferred) and any further appointments.
10. If your pet is to go home after the consultation, a BVSC + CAP will then escort your pet back to you at your car. No need to change leads, we are happy for you to keep the BVSC lead.

#### **+ I just want to pick up medication but don't want to enter the hospital, what do I do?**

We ask that you give BVSC at least 24 hours-notice so we can prepare your pet's medication. Upon arrival at BVSC, please remain in your car and call our friendly Client Service Team on 07 3264 9400. They will finalise your account and ask one of the BVSC + CAPs to deliver your pet's medication to your car.



### **+ Are there any changes at BVSC during this time?**

BVSC continue to care for our patients by practicing gold standard medicine and as a leading specialist hospital we always practice infection control and barrier nursing to the highest standard to protect all patients in the hospital as well as our colleagues from potential infectious diseases. In-light of COVID-19, we have increased our infection control even further by disinfecting all areas every 2 hours with cleaning agents that have effect against corona viruses.

As you may appreciate, due to unforeseen circumstances, your pet may be seen by a different veterinarian to whom you expected. We ask for your patience and understanding should this occur.

BVSC realise how important it can be to visit your pet during their stay at our hospital. During this time, you can arrange with your Vet for our team to send you photo updates. Special arrangements may be provided under certain circumstances on compassionate grounds.

**Our aim is to continue treating pets throughout these uncertain times and we need your help to do that.**

**+ For more information, please phone Brisbane Veterinary Specialist Centre on 07 3264 9400 or email [info@bvsc.com.au](mailto:info@bvsc.com.au)**