

## VETCall Coronavirus Update

15 February 2022

The VETCall Veterinary Surgery continues to implement COVID safety measures such as face masks or face shields, hand sanitiser and perspex screens at Reception.

***The safety of you and our staff remains our highest priority. We need to protect everyone.***

In all instances, **please telephone the surgery (020 8529 4004) first to:**

- Tell us about your concerns you may have about your pet and let us offer clinical judgement. If you are unsure, we can help you by providing a telephone consultation with a veterinary surgeon or registered veterinary nurse, or a consultation and examination with a veterinary surgeon. We continue to provide veterinary preventative health care, advice and medical and surgical services.
- Order repeat prescription drugs, food

### VISITING THE SURGERY

- Let Reception know you have arrived outside the surgery by ringing the intercom on the wall to the right side of the front door. If you travel by car, please park in our private car park behind the surgery
- If you wish to enter Reception and since you will be entering an enclosed space, we ask that you please wear a face mask or face shield and sanitise your hands. The decision to wear or not wear a mask or shield is down to each individual client to make this personal choice. Please wear warm clothing and shelter under the gazebo on the pavement if you remain outside. If it is cold, wet and miserable and you don't want to be outside, phone Reception, inform them you've arrived and wait in your car. Reception will call you when the veterinarian is ready to see you

In the enclosed Reception space you will mix with others you do not normally meet

- Only one client per pet to enter Reception
- If you wish to accompany your pet into the consulting room, you will have to wear a face mask or face shield. If this is not suitable, remain seated in Reception and a Veterinary Nurse will collect your pet from you and hold/handle your pet during the consultation

### OPENING HOURS

For queries or concerns, repeat prescriptions, food and prescriptions, consultations and surgery:

Monday – Friday	9 - 5pm
Saturday	Emergencies only 7am – 7pm
Sunday	Emergencies only 7am -7pm

Daytime care will continue to be provided by VETCall between 7am and 7pm every day of the week with our own staff answering the phone.

Night-time emergency care will continue to be provided by Medivet Enfield between 7pm and 7am.