

COVID-19

Infection Control at Maroubra Vet

Keeping Our Clients and Staff Safe

To ensure the safety of our valued clients, their pets and staff members, Maroubra Veterinary Hospital (MVH) has implemented some important changes to the way we practise. The health and well-being of our pet clients we treat is paramount and we appreciate your understanding during this difficult time. Although our staff members will be practising a safe distance from our human clients, we will be delivering the same friendly and professional service.

Veterinary services have been classified as an 'essential service' by the Government and therefore we can continue to keep looking after your pets' health and wellbeing during this pandemic.

Veterinary Reception Area

In order to practise appropriate social distancing, our practice has implemented a 1 person rule for clients waiting in reception. Where possible, we will move you straight into a consultation room to wait for your consult with your pet. We request our clients to only have one owner present for all consultations during this difficult time. We politely request that clients wait outside until the reception area is clear and we have called you inside.

Veterinary Consultations

Appointments are essential so that we can control the number of people in the hospital at any given point in time and to avoid excessive waiting time. To keep everyone safe, we will be avoiding the use of consultation rooms where possible.

Your vet will discuss your pet's medical history and anything specific you would like addressed in the waiting room or outside. If you prefer, one of our vets can discuss your pet's history and medical queries over the telephone before you visit us to minimise your time in person. Please let us know if you prefer this at the time of making your appointment. You can also email us your pet's history beforehand via pets@maroubravets.com.au

At the time of your appointment, one of our vets or vet nurses will take your pet into the consultation room for examination and treatment whilst you wait in the waiting area. Rest assured that no treatment or procedure will be performed without your express consent. After the examination, our vet will discuss with you our findings and recommendations.

Payment

At this time, we will only accept payment by card only versus handling of cash and any potential contamination. Payments can be made over the telephone **(02) 9344 8722** prior to your appointment via credit card or in person using our EFTPOS machine. We encourage the use of hand sanitiser before and after payment if the EFTPOS terminal is handled for PIN entry.

We also wipe down our EFTPOS machine after every transaction.

Infection Control Within the Practice

Veterinarians are highly skilled in the management of infectious disease control. In fact, some of the most highly infectious diseases, like Parvovirus occur in our pets.

In order to keep you and our staff members safe during this time, we have implemented appropriate procedures and protocols including:

- Use of alcohol hand rubs and handwashing between all staff and client interactions.
- Regular and frequent disinfecting of all hospital areas including door handles, benches, EFTPOS terminal, reception counter, seating, light switches and power points using hospital-grade disinfectant and wipes
- Practising social distancing within the workplace
- Wearing gloves, masks and other personal protective equipment (PPE) where appropriate.
- Keeping doors open between rooms where practical within the hospital to limit the use of door handles
- Disinfection of equipment such as stethoscopes, thermometers and light sources between patients

Repeat Medication Requests

For pets on chronic medication, we recommend having a 3-month supply at home. Please phone us on **(02) 9344 8722** with your order and we will organise a courier delivery via Sendle for an additional \$7.95 (**free delivery for orders over \$100**). This helps reduce traffic through the clinic and reduce human to human contact.

Please note that vets must comply with the Australian Pesticides and Veterinary Medicines Authority (APVMA) for S4 prescription medicines. It is at the vet's discretion on a case by case basis as to whether repeat medication is allowed to be dispensed. Please rest assured that in these unprecedented times, we will endeavour to be as flexible as possible with regards to the dispensing of repeat medication.

Food orders

We are taking food orders as per usual through our regular suppliers.

Requests for medication and food may be made via telephone on **(02) 9344 8722** or via email pets@maroubravets.com.au

Can my pet catch Covid-19 coronavirus?

There is still a lot of unknowns with Covid-19 coronavirus, however at this stage, there is no evidence that pets play a role in human transmission. However, this answer comes with the caveat that we are still in the early stages of the pandemic and much is still to be learned about this virus. Our veterinarians are being updated frequently as research emerges about this virus.



STOP!

PLEASE DO NOT ENTER OUR HOSPITAL IF:

1. You or a member of your family living with you are feeling unwell or have a fever, cough or sore throat.
2. Have been in contact with someone testing positive to Covid-19.
3. Have just returned from overseas travel and is in self-quarantine.

If you are in self-isolation, please contact MVH on **(02) 9344 8722** and a video consultation with one of our veterinarians can be arranged.

Thank you, Dr Adam Gordon & MVH Team