



**Broadleys** Veterinary Hospital

## Covid-19 / Coronavirus Precautions

We realise this is a worrying time for all our clients, and we ask that you help us to reduce the risk to our visitors and the practice so that we can continue to care for your pets.

- 🐾 As a veterinary hospital we always have strict hygiene and cleaning protocols in place. We will continue with these protocols and make sure client facing areas such as waiting areas and toilets are deep cleaned daily.
- 🐾 If you or anyone in your immediate family/household are unwell or showing symptoms that could be attributable to Coronavirus, we respectfully ask you not to visit the practice at the moment.
- 🐾 Unwell pets will always be our main priority. If you are unwell or self isolating and your pet needs veterinary attention please contact us to make a plan of how we can help and treat your pet.
- 🐾 For clients who are self isolating and need advice we can offer a video consult. Please note normal consult fees will apply.
- 🐾 We ask that only one person attends per pet. If there are any concerns with this please contact us
- 🐾 If you arrive early for your appointment or there is an extended waiting time anticipated you may be asked to wait in your car.
- 🐾 Should you wish to minimise your time around other people, you can wait in your car, call us from the car park to let us know you are here, we will call you into the practice once the vet is ready to see you.
- 🐾 If you are in a high risk category for developing complications from Coronavirus, we can arrange for the vet to speak to you by phone in the car park and for a nurse to collect your pet from your car, and take them into the hospital for their examination. The vet can then call you back to discuss required treatments. Your pet and any medication that they may require can then be brought back to you in your car. This will allow you to remain in your car throughout.
- 🐾 Please use the hand gel provided in the waiting room on entering and leaving the building.
- 🐾 We ask where possible that card payments are used to avoid cash handling.
- 🐾 We are offering free delivery of repeat medication.

If you have any concerns or queries at all please do not hesitate to contact us.

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**Broadleys Veterinary Clinic** A: Station Road, Dunblane, FK15 9ET T: 01786 824400