



COVID-19 UPDATE

July 2021

YOUR APPOINTMENT

The team at Eye Vet have worked tirelessly since the start of the pandemic to maintain safety whilst providing gold standard care to clients and patients. We all have an important role in tackling the spread of the virus. We must continue to work safely in order to protect our staff and our clients. Strict protocols remain in place and your appointment will be affected.

- Clients should wait outside and not enter the building. This is to protect the health of all persons involved. Owners will not be present for their pet's examination, but rest assured that the ophthalmologists and nurses will look after your furry family member as if he/she were their own.
- Call us when you arrive. We will ask for the colour/make/model of the car you are in to help us find you more easily. Do not wait by the main door – this is a busy thoroughfare for staff members when consulting in the car park. Please remain in or around your car. The car park is busy, and the safety of both you and your pet is paramount.
- Consultations will take place over the phone or in the car park. Please ensure your mobile phone is switched on and with you at all times.
- Please wear a face mask (unless exempt*) whilst talking to our team members outside. If you are unable to wear a face mask, we can provide you with a face shield.
- Respect social distancing rules and the right of our staff to maintain social distance from you.
- We may implement a 'bay' system at busy times. You may be asked to wait with your pet in a numbered area for your ophthalmologist or nurse.
- Toilet facilities can be accessed however do not enter the building without authorisation from a team member who will take your temperature and contact details for NHS Test and Trace. You must wear a face covering (unless exempt*) when inside the building at all times and sanitise your hands upon entering and leaving the premises.
- Payments: Credit/debit card payments are to be made over the phone after your consultation or at the time you come to collect your pet after surgery. Our reception team will call you to arrange this. If you wish to pay with cash, please let a team member know and they will collect it from you outside. Do not enter the building to make cash payments.

• **Please treat all staff members with respect.** This has been the hardest year for everyone. Our normal way of working has been affected greatly and we have had to come up with new ways to successfully run the day-to-day appointments and surgeries. We've adapted how we work to help things run more efficiently in a constantly changing environment to ensure that we can continue to work safely.

• Consulting outside in rain and wind is tough on all of us. Please bear in mind that whilst you may be outside in the car park for a short time, our clinical staff are outside for most of the day. Please help our team members by being ready with your pet when needed.

• **Unsupportive and abusive behaviour will not be tolerated under any circumstance.**

We are still maintaining social distancing within the practice, and this means that tasks which would normally take us minutes to complete may now take much longer. Due to this, some appointments may over-run, causing a knock-on effect throughout the day.

We ask all clients to be patient when attending appointments and rest assured that your pet's care and yours and our team's safety are our priority.

Thank you for your cooperation and continued understanding

***if you are exempt from wearing a face-covering please let us know in advance of your appointment so that we can make any necessary adjustments.**
