



Where veterinary care & customer care go hand in paw!

Covid 19 precautions 23-03-2020

In light of the current Coronavirus epidemic we have taken measures to try to reduce the risk to both our clients and our staff.

These include:

- Providing hand sanitisers at reception for clients to use on entry and exit.
- Sinks are also available in every consult room if you feel the need to wash your hands with soap and water (For example after sneezing or using a tissue)
- Counter tops and door handles are being regularly cleaned with disinfectant.

- We have removed some seats in the waiting area so that clients will be further apart from each other while waiting.
- Call us when you arrive and wait in your car and we will come and get you when the vet is ready to see you.
- We are spacing out appointments to avoid congestion at reception so please be as flexible as you can when choosing appointment times
- Please stand behind the yellow/black line to distance yourselves from receptionists.
- Repeat prescriptions must be prepaid over the phone, will be brought to your car on arrival or posted, depending on your preference.

- We will now only see emergencies and illness in pets that cannot wait. Non routine procedures and appointments will be put off until the crisis is over.
- We offer 'Whatsapp video consultations' which allow our vets to assess and prescribe for some conditions without the need for you to visit the surgery. It will also allow us to prescribe medications for longer without the need for you to come in with your pet.

Thank you for your patience and co-operation as we help each other through this difficult situation. The Gortlands team

