



# *Signature* **Veterinary Services**

Our team at Signature Veterinary Services cares deeply about the health and safety of our clients, patients, and community. As an essential business, we are committed to continuing to provide medical care to our patients while keeping our staff and your family safe.

As we navigate the evolving best-practice guidelines for the COVID-19 pandemic, we want to maintain open communication about our protocols and the experience you can expect for your pet's upcoming visit. The information below details the changes we have implemented to ensure the mutual health and safety of our clients and team.

Thank you for allowing us to be your pet's healthcare provider. We hope this information proves useful for your upcoming visit, and we encourage you to call us with any additional questions.

## **Safety Precautions**

In order to be considerate of our medical team and our other clients, we ask that you please reschedule your appointment if you or a family member are sick, or if you are quarantined. We have [telemedicine](#) options available so we can still be of assistance to you and your pet(s).

Our mobile units will remain client-free to maintain social distancing with a few exceptions, including end-of-life visits and extenuating circumstances, such as patients with severe mobility issues. If anyone in your family is displaying COVID symptoms, or has been exposed to anyone with COVID symptoms, he/she is not permitted to attend the visit so as to protect our staff and the other families we assist.

For non-euthanasia visits that cannot be conducted on our mobile units, we kindly ask clients to prepare an outdoor shaded area in which our medical team can perform an exam while maintaining social distance. Clients are not permitted to assist with restraint or holding, or otherwise have contact with their pets during our examination. Please understand that a pet's unwillingness to enter the mobile unit due to fear, stress, and/or

anxiety is not an exception to our policy. We will calmly and gently assist these pets onto our mobile clinic for evaluation and treatment.

## **PERSONAL PROTECTION**

Our team is currently wearing cloth face masks while at appointments. We are conserving medical grade PPE for our human counterparts. We ask that you also wear a mask for your appointment during any period of face-to-face contact with our staff.

## **DISINFECTION**

We continue to clean and disinfect our mobile hospitals routinely while also increasing personal hygiene practices (i.e. hand washing). We are exclusively utilizing electronic paperwork to minimize contact with vectors for disease transmission.

## **What to Expect at Your Visit:**

- If we have not received completed pre-visit questionnaires, or if we require additional details about your pet's history prior to our arrival, a team member will call you when we are on our way to your home to obtain patient history.
- Upon arrival, a team member will meet you outside your home.
  - For our dog appointments**, please bring your pup to the front door. We will meet you with our own leash to take the patient to our mobile clinic.
  - For our cat appointments**, please have your kitty already in a carrier and hand the carrier to our team member at the front door. If you are unable to load your kitty into a carrier, please isolate him/her in an area that is easily and quickly accessed. We will take the patient to our mobile clinic.
- Following the examination and any pre-approved services, our doctor will call you or come to your door to discuss findings and recommendations.
- After payment is collected and your pet is discharged, we will email any applicable discharge or follow up instructions, a copy of your itemized invoice, and an updated vaccine record (if your pet received vaccines).

Thank you so much for your understanding as we seek to provide personalized veterinary care while also protecting one other to the best of our abilities.