31st March 2020

FOR CLIENTS ATTENDING THE SMALL ANIMAL TEACHING HOSPITAL

The Small Animal Teaching Hospital is currently proving a reduced service due to Covid 19. In accordance with PHE and RCVS guidelines, we are only permitted to see urgent and emergency cases.

IF THE ANSWER TO ANY OF THESE QUESTIONS IS YES, PLEASE DO NOT ATTEND THE HOSPITAL:

- Are you showing symptoms including a fever and coughing?
- Have you been in contact with someone who has been tested positive for COVID-19?
- Should you be self isolating?

For clients who are able to attend, we respectfully request that you observe our instructions, and minimise contact with other clients. When you arrive at the hospital, please remain in your vehicle and call 0151 795 6120 or 6129 to let us know you are here. Please keep a reasonable distance (2m) between you and staff at all times and do not attempt to make physical contact with staff or other clients.

We strongly advise that owners and family members with underlying health conditions should NOT travel to the hospital with their pet, so please consider this advice if you belong to any of the groups below:

- Are you immunocompromised?
- Are you diabetic?
- Do you have either heart or lung disease?
- Are you over 70 years of age?

If any of these apply to you, please ask someone else to bring the patient to us. Please follow recommended hand washing and infection control measures at all times.

Consultations will be performed by telephone (or occasionally at a distance in the car park) while you and your pet remain in the vehicle. Should your pet require more rapid medical attention, we may request that they are taken into the hospital for further assessment whilst further history is being taken.

Given the ongoing changing situation with Covid19, we cannot guarantee that our services will not be further disrupted than they are already: we are required to comply with instructions from Public Health England and other regulatory bodies. Thank you for your compliance at this difficult time,

Prof Laura Blackwood,
Head of Department of Small Animal Clinical Science