

29<sup>th</sup> July 2020

T 0151 795 6100 or 794 4290  
[www.liv.ac.uk/sath](http://www.liv.ac.uk/sath)

## INFORMATION FOR SMALL ANIMAL TEACHING HOSPITAL CLIENTS

The Small Animal Teaching Hospital continues to run an altered service during the COVID 19 pandemic, to comply with Government and RCVS guidelines. Currently, clients cannot enter the hospital for consultations: these will be performed either by telephone, or in the car park at a safe distance.

We respectfully request that you observe our instructions:

- Please attend with the minimum number of people possible
  - Children are discouraged from attending, and should remain in vehicles
- Please bring a pen, a face covering, hand sanitiser gel +/- sanitising wipes for your own use
- 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 do not park in adjacent parking spaces
- Keep your dog on a lead at all times
- Distance appropriately from other clients, and do not touch pets other than your own
- Keep a reasonable distance between you and staff at all times: 2m or more, except when handing the patient over
- Please wear a face covering during all interactions with staff, and if entering the hospital to use the consent form station or toilet
  - Face coverings will not be provided: you must bring your own
  - Any child competent to wear a face covering should do so if they have to be brought out of the vehicle
- Please follow recommended hand washing/infection control measures at all times
- A toilet is available in reception for client use: please call either the numbers above or the numbers on the door to request entrance.
  - Please do not interrupt clinicians carrying out consultations to ask to be allowed into the building to use the toilet

### PLEASE DO NOT ATTEND THE HOSPITAL IF:

- You been showing symptoms compatible with COVID-19, or have been diagnosed with COVID-19, or you are waiting for results of COVID-19 testing
- You should be self-isolating for any reason specified by Public Health England (PHE), including quarantine after travel
- You have been in contact with someone who has been tested positive for COVID-19 and/or you have been told to self-isolate under Test and Trace
- You are extremely clinically vulnerable and should be shielding

Thank you for your compliance and patience at this difficult time,



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