

Dear Valued Client,

### **UPDATED GUIDANCE FOR PROVISION OF VETERINARY CARE, PROTOCOL AT VISITS AND ATTENDING CLINIC:**

We would like to assure you that we are open and able to provide a veterinary service to all our clients. We have a surgeon, ambulatory vet, hospital intern and nurse on call 24/7, 365 days of the year to attend to any problem you may be faced with. We have split our team into two groups, maintaining a skeleton staff at the clinic, with multiple administrative staff working remotely from home. All ambulatory vets are working from home, to minimise social contact and protect the health and safety of our staff and clients. We would, however, like to ask that for your safety and the safety of our staff, you comply with these new protocols for ambulatory visits or visiting the clinic.

#### **AMBULATORY VISITS**

- The reception team will ask you a series of questions to ensure you have not travelled to a high-risk country or are currently sick or self-isolating.
- We request that only **ONE** person be present at the visit
- We respectfully ask for card payment to minimise handling of cash
- We will employ a no-handshake policy with clients
- We will maintain a separation of at least 2m where possible
- We will temporarily waive all cancellation fees for self-isolation or sickness
- If you are self-isolating or sick but your horse requires veterinary attention, we will ask you to arrange for another person to attend the appointment.
- If this is not possible, but the horse must be seen, we will arrange a nurse to attend with the vet

#### **CLIENTS ATTENDING THE CLINIC**

- We will minimise all visits to the clinic where possible
- Clients collecting medication will be asked to wait in their cars and telephone reception on arrival. Payments can be taken on the phone and a nurse can bring your drugs out to the car
- If you need to speak in person at reception, please ring before getting out of your car as we will only allow ONE client in reception at a time.
- Please go straight ahead to the washroom and wash your hands with disinfectant soap for 20 seconds before approaching the desk.
- The desk will be cordoned off to maintain a safe distance from our reception staff

#### **CLIENTS BRINGING HORSES TO THE CLINIC**

- Please remain in your vehicle until a member of staff approaches
- Only ONE handler will be allowed
- Separate transporters must remain in their vehicle
- You may be asked to leave your horse and come back later to collect
- All admissions and discharges will be done in the carpark
- Owners/handlers will be required to hand sanitise at the start of the appointment

**Thank you for your cooperation during these difficult times, Team Newnham Court Equine**