

WAGNOLIA

VETERINARY CLINIC

UPDATE: Wagnolia Veterinary Clinic COVID-19 Client-Patient Protocols
3/20/2020

Dear Patrons of Wagnolia Veterinary Clinic,

Governor Pritzker has put a shelter in place order for Illinois starting tomorrow and lasting until April 7th. This order is meant to be a protective order to prevent unnecessary exposures between people amidst the COVID-19 outbreak.

Wagnolia Veterinary Clinic will remain open to see only urgent and ill patient appointments. Preventive care for our pets is also vital to public health and we are happy to address any questions accordingly over the phone. If you are scheduled for a non-urgent appointment from tomorrow until April 7th, please expect a call from our office to reschedule. The protocols posted on 3/16/20 will still apply to all appointments and food/medication pick-ups until further notice.

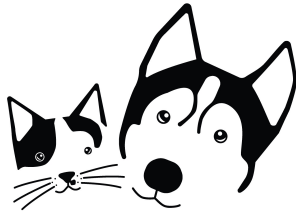
Wagnolia Vet will keep our normal hours as of now to ensure we're available to answer your calls or emails.

As a reminder, Wagnolia Vet continues to offer TeleHealth consultation for all existing patients to ensure that your pet's medical needs may be addressed directly by a doctor and to prevent the need for person to person exposure where possible.

As always, please call, email or message us with any questions or concerns.

Sincerely,

The Staff and Doctors of Wagnolia Veterinary Clinic



WAGNOLIA VETERINARY CLINIC

Wagnolia Veterinary Clinic COVID-19 Client-Patient Protocols 3/16/20

Dear Patrons of Wagnolia Veterinary Clinic,

Our clinic has implemented several new protocols in light of the recent coronavirus outbreak. In order to help us minimize staff-client exposures while maintaining optimal patient care, please see our protocols below:

- We ask that if you are experiencing any clinical signs of illness (runny nose, coughing, fever), that you please ask a friend or family member to bring your pet to the clinic on your behalf. If you must be the one to bring your pet, please call us so that we may determine how best to minimize disease exposure while treating your pet.
- We have adjusted our intake protocols.
 - Please call us when you arrive with your pet; if you are in a car, please stay in your car.
 - A brief patient history will be obtained by a veterinary staff member over the phone and relayed to the doctor. A treatment plan will be presented to you during this call for verbal approval and then your pet will be received at the side or front door by a veterinary team member.
 - Your pet will be seen and treated in our hospital while you either wait outside, in your car or at home. You will be phoned to discuss recommendations and next steps and then final payment will be collected over the phone. Thereafter, your pet will be discharged to you at either our side or front door. Please note that we will employ the same fear free and low stress handling techniques that we always do; changes in our environment and community will not impact our level of care or compassion towards our patients.
- All food and medication pickups must be paid over the phone prior to pick up, and then will be handed off to the client at either our front or side entrance by a staff member. Please call when you arrive.
- We want to ensure that we're providing the best possible medical and preventive care to our patients while mitigating risk of disease transfer to you and our staff. For this reason, we will help you determine whether your pet's needs are urgent and need to be seen in clinic or non-urgent and can either wait to be scheduled later or are eligible for TeleHealth consultation.
- In the coming days or weeks, we may need to adjust our own hospital schedule and staffing to keep our staff and doctors safe, so please keep monitoring our social media and website for updates.

We thank you for your patience and understanding as we all enter this uncharted territory together. Our new protocols may lengthen wait times despite our best abilities, but we will do our best to accommodate you and your needs. Please communicate with our staff about any questions or concerns; we are always here to help.

Sincerely, The Staff and Doctors of Wagnolia Veterinary Clinic