

FAQ regarding COVID-19 and PetVets Animal Hospital

Welcome to our FAQ's page. Below we've listed some of the more frequent questions PetVets has been asked about the COVID-19 / coronavirus pandemic and how it may affect you as a pet owner and us as your veterinarian office:

Q: What should I do to prepare for my pet's care in the event I do become ill?

A: Identify another person in your household who is NOT ill and able to care for your pet in your home should you contract COVID-19. Make sure you have an emergency kit prepared, with at least two weeks' worth of your pet's food and any needed medications. If you do become sick, please limit exposure to household pets in order to limit potential transfer. This will also allow us to safely treat your pet in the event that they need medical care during your quarantine and isolation.

Q: Can I catch COVID-19 from my pet?

A: COVID-19 appears to be primarily transmitted by contact with an infected person's respiratory droplets, such as saliva or mucus droplets. This occurs by touching any contaminated surfaces or objects then touching the mouth, nose, or possibly eyes. Because your pet's hair is porous and fibrous, it is very unlikely that you would contract COVID-19 by petting or playing with your pet. It's always a good idea to wash your hands before and after interacting with animals; ensure your pet is kept well-groomed; and regularly clean your pet's food and bowls, bedding, and toys.

Q: My pet is not ill but has a scheduled appointment and I am not ill with COVID-19... what should I do?

A: If you are not ill with COVID-19 and your pet is not ill, please call our office at 708-445-9988 to discuss the need for an appointment. While/If there is a 'shelter in place' mandate in effect, we will postpone non-elective visits such as routine exams, vaccinations, or procedures, but continue to still schedule necessary medical appointments. Medications and food can still be ordered and picked up at the clinic. We strongly encourage everyone to order through our online pharmacy, where you can obtain all the same items delivered straight to your door.

Q: What changes has PetVets made in light of COVID-19 and the social distancing recommendations/ requirements?

A: PetVets has implemented an amended check in process for our scheduled appointments. Call our office as usual for an appointment. Please understand we may be experiencing a higher than normal call volume during this time. We will be doing our best to field all phone calls as quickly as possible. Once you arrive for your appointment, please call from your car to let us know you are here. We will check you in prior to coming in and have an exam room ready for you and your pet. As usual we will ask that you weigh your pet on the scale in the lobby on your way into the exam room. If an exam room is not available, you can wait in our lobby with appropriate distancing from other clients or staff. You are also more than welcome to wait in your car and we will call you in when an exam room becomes available. In an emergency situation, please call our front desk at 708-445-9988 before leaving your home so we may take your necessary information. An email has been sent to all of our clients detailing the new steps necessary while under the 'Shelter In Place' mandate.

Q: My pet is sick/in need of medical attention and I have tested positive for COVID-19...what should I do?

A: If you are sick with COVID-19, you should continue to stay at home in quarantine as required by the CDC, minimizing contact as much as possible. If your pet is in need of medical care during this time PetVets has set up "Tele-Vet" for our clients sick with COVID-19 so they can video conference with our dedicated doctors and staff to determine the urgency of the pet coming into the clinic. We will do our best to work with you during the teleconference to minimize the need to bring your pet into the clinic. If it is determined by PetVets that an office

visit is necessary, a healthy member of your family or friend should bring the pet into the clinic. Our “Tele-Vet” services will only be available for quarantined and positively diagnosed clients whose pet is in need of medical attention. Contact the clinic if this situation should arise.

Q: I am not sick but need to pick up my pet’s medicine or food. Can I still come to PetVets?

A: We encourage all of our clients to utilize our online pharmacy. It is fully stocked with all the same medications and foods you would be able to purchase in our clinic delivered straight to your door. For those clients who would still prefer to pick up prescriptions and prescription foods from our office, you may continue to pick those up. Please call our office as usual to ensure we have time to prepare your prescriptions. Any prescription food order may still need to be specially ordered for your pet and may not be in stock for pick up the same day. We will alert you of this when you call for that prescription food. In an effort to follow the social distancing mandate we will be able to take payment over the phone. When you are ready to pick up the prescription please call the clinic, we will take payment at that time. Upon arrival, please call again and our front desk team can bring the items to your car. We understand this involves a lot of calling the office to accomplish these refill requests. Thank you for your patience during this pandemic.

Q: I am sick with COVID-19 and I need my pet’s medicine or food.

A: We strongly encourage you to please use our online pharmacy. It is fully stocked with all the same medications and foods you would be able to purchase in our clinic delivered straight to your door. For prescriptions and prescription foods that you need on short notice, it can still be picked up from our office. Please have a healthy family member or friend follow the above methods to obtain these needed items. In the event that you have been positively diagnosed with COVID-19, we can arrange for prescription home delivery. Same day home delivery is \$25. Remember, this is for positively diagnosed clients that are in home quarantine ONLY as we have limited staff and medications on hand. Please also remember that not all prescription foods are available on a same day delivery, we will let you know if this has to be ordered before we can deliver. We will be collecting payment over the phone prior to delivery of the medication or prescription foods. A clinic staff member will deliver these items to your front door and will NOT be able to enter into your home for any reason. Thank you for understanding these restrictions during this time.

Please do not hesitate to contact PetVets for any questions or concerns you have during this time. You can reach us via telephone, text or thru our app. Thank you so much for your understanding as we all navigate this pandemic.