

While we are still learning much in regards to COVID-19, we are confident in that human to pet or pet to human transmission is not likely. Meaning, should there be exposure to COVID-19, it is not possible for you to catch coronavirus from your pet or for your pet to transmit the virus to you.

As a matter of public health, we urge you to follow the recommended sanitation and hygiene practices any time you interact with a pet. For up to date information on COVID-19 and pets, visit the [American Veterinary Medical Association \(AVMA\)](#).

IMPORTANT NOTICE REGARDING COVID-19 AND NEW HASTINGS VETERINARY CLINIC PROTOCOLS:

In order to keep our staff and clientele safe during we have set up the following protocols effective immediately. This is based on recommendations from the AVMA and/or CDC. Veterinary practices are considered an essential business meaning we will continue to do our best to be available for you and your pets during this pandemic. These measures have been put in place to ensure we can stay open for business.

- All clients with scheduled appointments **MUST** call the clinic when you have arrived. Please stay in your car until you receive further notice from our staff.
- When you call the clinic we will take a brief history over the phone. At this time you can express any questions or concerns you may have about your pet.
- All dogs must be leashed and cats secured in a carrier.
- A staff member will come to your car wearing appropriate PPE to retrieve your pet and bring them into the hospital.
- While you wait in your car your pet will be examined, and we will call you with a recommended treatment plan.

- Once we have your permission, treatment will be provided. When the exam and treatments have been provided we will bring your pet and any medications/food needed back out to your car.
- We can then take cash, check or credit card inside for payment or you may pay via credit card/care credit over the phone.
- Clients will not be permitted into the clinic unless otherwise authorized by an HVC staffer. If permission is granted, the client will then be brought in through the side door and taken directly to an exam room. This is special circumstances ONLY. (example euthanasia)
- Prescription refills and food orders should be called in advance. We can take credit cards over the phone. This will aid in the efficiency of your visit.

A few things we would like to point out:

- While heartworm tests and prevention are still very important, MAY is the start of our 'heartworm season'. Tests and prevention do not HAVE to start until then.
- Vaccines should be kept as current as possible BUT can wait up to 6 months beyond their due dates. Unless being kenneled. If/when you call to schedule your vaccine appointments we will let you know if it is considered an 'essential' update.
 - Puppy vaccines and rabies vaccines ARE essential.
- What we call 'sick' appointments will still be seen or triaged over the phone. These include but are not limited to ear infections, skin infections, eyes, a patient with loss of appetite, vomiting, diarrhea....
- Emergencies will still be seen.

Please continue to bear with us through all of this. We have already been amazed at the understanding you all have shown us as we, as well as you, are trying to adjust to this day by day.

Stay healthy everyone.