

Leesburg Veterinary Hospital Appointment Guidelines during COVID-19 Pandemic

***Effective Immediately (March 19, 2020) *

To all our valued clients,

At Leesburg Veterinary Hospital, the health and safety of our patients, our clients, our team members, and our community are our top priorities.

Following recommendations and guidelines set by the CDC and the World Health Organization (WHO) regarding the transmission of COVID-19, we are making the following changes to our appointment protocol for an undetermined time.

***NOTE: Please note that animals appear to be unaffected by this virus. They can potentially carry the virus in their haircoats and mucous membranes. Thereby, you should wash your hands after handling your pets and prevent them from licking you. ***

Our new client protocol is as follows:

1. In order to protect the safety of our team, our doctors and other clients, we must request that all clients showing signs of illness that can be associated with COVID-19 (cough, fever, etc) remain at home. Please have a healthy family member or friend bring your pet to Leesburg Veterinary Hospital.
2. We are requesting that pet owners do not enter the building, in order to maintain social distancing as recommended by the CDC.
3. When you arrive for your appointment, please remain in your car and contact our office (703-777-3313) to alert our team that you have arrived and what type of vehicle you are in. Please remain in your vehicle until our staff comes to collect your pet for his/her appointment.
4. For the safety of your pet and our team member, the team member will bring a leash to allow the transfer of your pet into the hospital. All leashes will be disinfected daily, and in between pets.

5. We ask that you remain on-site, in your vehicle during your pet's appointment so that you are immediately available should we have any questions, and in order to return your pet as quickly as possible to reduce the anxiety of your pet. Please ensure your cell phone is fully charged and working.

6. If any additional information is needed prior to performing our diagnostics, or any additional tests are needed beyond the examination, a team member or doctor will contact you via phone.

7. Once your pet has been fully evaluated, the doctor will contact you - via phone - to go over our findings, recommendations, and answer any questions you may have. Your call will then be transferred to a client care representative that will collect payment via credit card over the phone. We ask that you please use credit or debit cards vs other payment types (cash or check) at this time.

8. A complete copy of your pet's medical record and client education materials can be emailed to you at your request, or alternatively, you can download the Vitus Vet app which gives you access to this information. Medications dispensed will be brought out to you with your pet when examination, diagnostics, and treatment are complete. Prescriptions can also be filled by our online pharmacy.

9. If you wish to purchase food, medications, flea/tick preventatives, etc., please call ahead to request and please allow a 24hr turnaround. Calling ahead will expedite this process. A team member will call you when your prescription is ready. When you arrive to pick up, please remain in your vehicle and call the hospital at 703-777-3313. We will complete the purchase over the phone and bring the product to your car. Additionally, our hospital offers an on-line pharmacy. Medication, foods, treats, and more can be found at: <https://leesburgvet.vetsfirstchoice.com/> and can be shipped directly to you.

We will be reaching out to clients who have previously scheduled appointments for routine wellness care and elective procedures to reschedule. Examples of preventive or elective procedures include annual examinations, vaccinations, spays/neuters, and routine dental cleanings. Puppies or kittens who need to start or have started their initial vaccination series will continue to be seen for their boosters as these are time-sensitive to ensure there is no lapse in their protection.

We are planning to provide options that will allow us to offer veterinary guidance and recommendations using telemedicine for patients we have previously seen and have already established a client-patient relationship. For the time being, If you need veterinary guidance, please contact us via phone or alternatively email frontdesk@leesburgvet.com. From there on, we will ask you to schedule an appointment time for us to contact you. It is recommended that our clients download the ZOOM app onto their phone prior to the call, in case a video chat is needed. The charge for a telemedicine consultation is \$40. In some cases, we will be able to call in prescriptions to a local pharmacy or dispense medications based on our telemedicine consultation through our online pharmacy Vets First Choice.

We will continue to offer our same great service while minimizing risk for all parties at this time. We are continuing to monitor the COVID19 situation and will communicate any future changes.

Thank you for your patience and understanding, and please let us know if you have any questions or concerns.

Warmly,
Leesburg Veterinary Hospital Team