

Animal Healthcare Q&As

1. What should I say to any pet owners, over 70 who are booked in for an appointment?

Our Chief Veterinary Officer, Gudren Ravetz, has written a blog to help all our vets' practices (and their patients) with a range of common questions here:

<https://www.simplyhealth.co.uk/professionals/vets/news/coronavirus-update>

The BVA has some useful advice too: <https://www.bva.co.uk/news-and-blog/news-article/coronavirus-disease-covid-19-updates-for-the-veterinary-profession/>

As a practice, you should to formulate a plan for seeing clients and the advice on the BVA website will help you in terms of infection control and distancing.

If a person of 70 or over wishes to attend then that is their choice, as long as it fits with the practice's plan for seeing cases. However the practice may wish to triage all cases on the phone first and within this triage they may wish to point out to older clients the government advice and offer alternatives such as telephone consultations. It is also an option to see the client in the car park if it is safe to do so or block enough consultation time to avoid the client interacting with others. You could also explore whether there is an alternative person that can bring the pet in if it really needs to be seen and a history can be taken over the phone from the owner.

2. What can I do to reduce any risk to my pet owners / staff?

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3. Should I communicate with all my pet owner if I am made aware that another pet owner has been diagnosed with Coronavirus?

The practice should have a visible sign giving advice about coronavirus, the steps the practice is taking to minimise transmission and what the practice expects clients to do. Currently there is no government advice that vets practices need to speak to other pet owners should they become aware that another pet owner has been diagnosed with coronavirus.

4. What do I do if I suspect a pet owner who has shown up at the practice has Coronavirus / is experiencing symptoms?

The practice should have a visible sign giving advice about coronavirus, the steps the practice is taking to minimise transmission and what the practice expects clients to do. The practice may wish to make all clients aware of this prior to entering the building and at reception. If concerned about a client then they can direct them to the sign but it is important to be sensible and sympathetic as it may well not be coronavirus.