



Phone: 904-940-0655

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Hello, this is Dr. Davis, veterinarian and owner of Bartram Trail Veterinary Hospital. Concerns about the Covid-19 coronavirus are growing in our area. There have been several cases in St Johns and surrounding counties.

In an effort to protect our clients and staff, we have already started to increase vigilance at the hospital. There is availability of hand sanitizer in the reception area and exam room for clients, as well as the ability to hand wash in the restroom. Magazines in exam rooms and reception, and toys in the kid's area have been removed. The staff is sanitizing the high touch areas of the reception and exam rooms several times a day.

Similar efforts are being made behind the scenes in the hospital and kennel areas as well. Hand washing has been increased and gloves are encouraged for our higher risk employees. We have several employees with chronic medical conditions and children that we also want to protect.

The American Veterinary Medical Association has recommended to veterinary facilities in areas with active Covid-19 cases to make further adjustments for the safety of clients and staff. These efforts are also to ensure that there is enough personal protective equipment as there are already shortages for human medicine with surgical masks and gowns. We will begin implementing these recommendations over the next days and weeks as the community spread of the disease progresses.

Please do not panic

As a direct result of these recommendations, our front doors will be locked.

We are open and doing our best to remain that way unless we are instructed to do otherwise. If you have an appointment time, call reception to let them know you have arrived.

If you have an EMERGENCY ONLY, call before you leave your home or on arrival so we know you need to be seen immediately.

Prescription refills:

Our phone lines will be busier than normal

- If you have our PetDesk App, you can submit prescription requests this way.
- If you have not downloaded it yet, visit our website at BartramTrailVets.com where there is a link on the top right in the blue bar that says "Download App".
- Call ahead and pay by phone before arrival.
- If you call when you arrive in the parking lot we can bring your prescription to your car.

If you cannot get through by phone, indicate you are here at the door and we can bring the prescription to the door or if you return to your car we will deliver it to you there.

There will be no toenail trims or express anal sac appointments scheduled at the moment. Exceptions would be for anal sac abscesses or in-grown toenails, which would be seen as a hands-free sick patient. (See protocol below)

There will be no DayCare pets for the moment.

Boarding reservations will still be taken. When checking your pet in for boarding, remain in your car. We will be following a hands-free protocol for this.

- Call reception and let us know you are in the parking lot. **Please remain in your car.**
- A team member will come to you in your car and check in your pet for boarding
- Appropriate boarding check-in paperwork and estimates will be brought to you then for your signature.
- They will get feeding instructions and emergency contact information as normal then as well.
- Payment must be collected over the phone by credit card prior to picking up your pet. Please call reception prior to your arrival so payment can be completed.
- On arrival to pick your pet up from boarding, call reception and let them know you are in the parking lot. **Please remain in your car.** A team member will bring you pet to your car.

Following is a summary of how we plan to move forward with exams and surgeries:

PROTOCOL FOR SICK OR INJURED PATIENTS:

If your pet is sick or injured, we will continue to be available to see them for a **hands-free** visit. If it is not an emergency and an appointment is able to be made, please **call and schedule an appointment as you normally would.**

If you are showing respiratory signs and have an ill or injured pet, please call ahead and have a non-ill family member bring them in. If you have no one that can do this, call ahead and let us know you are ill and will be bringing your pet in. A staff member will meet you at your car to receive your pet and collect a history. They will be wearing appropriate protective equipment as required. If you have a mask, and are sneezing or coughing, wear it please.

Prior to arrival:

- We will attempt to get as much information as possible BEFORE your arrival by phone or email. Be patient, we want to collect as much history as we are able to prior to your arrival.
- A preliminary estimate will be made with this information.

On arrival:

- Call reception and let us know you are in the parking lot. **Please remain in your car.**
- A team member will come to you in your car, ask any further questions based on the previous history, and present you with an initial estimate based on what we know at that point.
- Please be aware that your pet will be taken into the clinic by staff to minimize person-to-person contact.
- Ideally a single person should bring the pet in and other family members should remain home.
- After the doctor has assessed your pet, a more accurate estimate may be presented to you with recommended diagnostics and potential treatments. Once you have approved the estimate we will move forward with whatever is needed.
- If your pet needs to stay for a while to permit procedures to be performed (x-rays, lab work, clip and clean, etc...). We will call you with results and treatment plans.
- Once all procedures are done, payment can be collected over the phone by credit card and a set discharge time will be scheduled.
- On arrival for your discharge, call reception and let them know you are in the parking lot. **Please remain in your car.** A team member will bring you pet to your car.

PROTOCOL FOR ELECTIVE EXAM PROCEDURES:

If you are ill, wait to schedule any elective procedures until you have been recovered for 2 weeks.

We are going to try to schedule limited elective procedures that will be done as **hands-free** cases. Elective procedures include **vaccination visits and annual examinations**.

If you have elective procedures coming up in the next few weeks for your pet and you are able to delay them for 2 to 3 weeks that would be greatly appreciated. We will accommodate patients with medication refill needs on a case-by-case basis.

Prior to arrival:

- We will schedule appointment times just like previously. **When you schedule an appointment, confirm the best email address to use and contact you.**
- 1-2 days prior to your appointment we will email you a list of questions about your pet's history. You can add other concerns you may have in this email as well. In the same email we will attach an estimate of the services our system shows your pet due for and attach the reminders we have in our system as well.
- Please review the estimate and confirm what you would like to do with an emailed response. Once the estimate is correct, if you can print it and bring a signed copy with you that would help us minimize contact. If you cannot print it at home, let us know as we can do it here prior to your arrival and bring it to your car.

On arrival:

- Call when you are in the parking lot just prior to your scheduled appointment time. **You will need wait in your car.**
- A team member will come to you and get a history, confirm what procedures are to be done, get the signed estimate and bring your pet into the clinic for their exam. These visits should be planned for as if they are a regular scheduled exam, only you will remain in your car.
- Ensure you have your cellphone with you and the doctor will call you after the exam and go over findings.
- Payments will be made by credit card over the phone. If cash or check must be used, a team member will come to the car to collect it from you. **Remain in your car.**

PROTOCOL FOR ELECTIVE SURGERY:

If you are ill, wait to schedule any elective procedures until you have been recovered for 2 weeks.

Routine dentals and routine spays/neuters will also be scheduled as **hands-free** drop-offs in the mornings where **you will remain in the car with your pet**. Call when you have arrived in the parking lot.

Prior to arrival:

- We will schedule elective appointment times just like previously. **When you schedule an appointment, confirm the best email address to use and contact you.**
- 1-2 days prior to your appointment we will email you a list of questions about your pet's history. You can add other concerns you may have in this email as well. In the same email we will attach an estimate for the surgical procedure scheduled.
- Please review the estimate. If you have questions, call the office or send us an email.
- Once the estimate is correct, if you can print it and bring a signed copy with you that would help us minimize contact. If you cannot print it at home, let us know as we can do it here prior to your arrival and bring it to your car.

On arrival:

- Call when you are in the parking lot just prior to your scheduled drop-off time. **You will need wait in your car.**
- A team member will come to your car and go over all pre-surgery paperwork and collect your pet then as well. Any paperwork needing signatures will be brought to you at that time.
- All post-surgery instructions will be covered over the phone and payment collected by credit card.
- Your pet will be discharged to you at a set time in the afternoon. Again, **call when you arrive and remain in your car.** Your pet will be brought to you by a team member.

PROTOCOL FOR EMAIL/PHONE CONSULTATION PROCEDURES:

This is new territory for us, so be patient. We are offering the option for certain cases to do a phone or email consultation. We will schedule these as appointments, so please call and schedule as normal. Our doctors need to know they have time to address your pet's issues, so the scheduled time permits them to review histories, look at past records, ask additional questions, etc...

This option will only be available to patient's we have seen in the last 12 months and that have an active client-patient-veterinarian relationship.

We will not be able to offer this for new clients or patients.

This option is being treated as a consultation and will be charged accordingly for our doctors' time and expertise. If the doctor feels the problem cannot be addressed adequately over the phone and a physical exam is needed, the option to roll the consultation into a Problem Exam within the next 48 hours. This exam would only be for that pet and the problem the initial consultation was made for. We will not be able to update other services, see another pet, etc... for these exams.

Charges:

Email/Phone consultation for problem	\$50.00
Roll into an exam if as determined by doctor within 48 hours	Additional \$7.00
Email/Phone consultation for planned re-check	\$30.00
Roll into a re-check exam if as determined by doctor within 48 hours	Additional \$3.00

By email:

- Emailed consultations will be valid for 24 hours after the first email from either the owner or clinic has been initiated.
- **Payment will be collected before the doctor responds** based on the above charges.
- An email will be sent to you to collect a more detailed history based on the complaint you have contacted us about. Please respond to all of the questions included and add any details that are pertinent to the current issue.
- An appointment will be scheduled so the doctor has time to address your pet's issue, review their history, call you if needed, fill prescriptions, etc... **Please be available for phone contact at the scheduled time in case the doctor or other team member needs to speak to you.** If that is not possible, let us know when the consultation is scheduled and we will use the 24 hour window to address your pet's problem.
- Be prepared to send pictures or video if needed. Pictures should be in focus and take them at several distances...a cut surrounded by hair gives us no idea of where or how large something is.

- Based on the doctor's assessment of the case, a treatment plan will be made and prescriptions prepared.
- If the doctor feels that a physical exam is needed, you will be notified and this can be scheduled for a hands-free exam **within the next 48 hours**, additional charge applies as outlined above.
- If medications are prescribed, payment should be done by credit card over the phone prior to you coming to pick them up.
- Call when you arrive in the parking lot or are on your way. A staff member can bring them to you in your car. **Please do not get out of your car.**

By phone:

- An appointment will be scheduled so the doctor has time to address your pet's issue, review their history, call you if needed, fill prescriptions, etc...
- **Payment will be collected before the doctor responds** based on the above charges.
- An email will be sent to you, if the appointment is made 1-2 days in advance, to collect a more detailed history based on the complaint you have contacted us about. Please respond to all of the questions included and add any details that are pertinent to the current issue.
- **Please be available for phone contact at the scheduled time in case the doctor or other team member needs to speak to you.**
- Be prepared to send pictures or video if needed. Pictures should be in focus and take them at several distances...a cut surrounded by hair gives us no idea of where or how large something is.
- Based on the doctor's assessment of the case, a treatment plan will be made and prescriptions prepared.
- If the doctor feels that a physical exam is needed, you will be notified and this can be scheduled for a hands-free exam **within the next 48 hours**, additional charge applies as outlined above.
- If medications are prescribed, payment should be done by credit card over the phone prior to you coming to pick them up.
- Call when you arrive in the parking lot or are on your way. A staff member can bring them to you in your car. **Please do not get out of your car.**

We will work with you as much as we can, but please be patient and understand we are trying to adjust to this emerging situation. We want to do all we can to keep our clients and our staff safe and healthy.

Thank you in advance for your cooperation in helping to minimize contact and spread of Covid-19 in our community. The staff at Bartram Trail Veterinary Hospital will continue to serve the health needs of you pets for as long as we are able. Taking these steps will help us protect you, our clients, as well as protecting our staff so we are able to continue serving you and your pets. Your patience and flexibility during this time is appreciated.

Keep being the amazing pet owners we know you all are!



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