

Greenfield Veterinary Clinic's statement on Coronavirus

GREENFIELD VETERINARY CLINIC'S STATEMENT ON COVID-19

Greenfield Veterinary Clinic is closely monitoring the status of the coronavirus (COVID-19) pandemic. As recommended by the Wisconsin Department of Health, we are taking additional precautionary measures to reduce the risk of the spread of this virus and are implementing protocols to decrease exposure and contact between individuals.

Effective Wednesday, March 18th, only veterinary clinic personnel will be allowed inside of our hospital until further notice. Please understand that our staff will be practicing personal safety and social distancing for their protection as well as yours. At this time, our team will not be shaking hands and may be wearing masks and gloves to keep them safe. Bathrooms are not available for public use – we apologize for the inconvenience.

Our protocol is as follows:

Check-In procedures:

1. Call the clinic upon arrival at 414-282-5230. Please remain in your vehicle.– Park as close to the entrance as possible.– Be prepared to provide information regarding your pet, including your concerns, your pet's symptoms, current medications, etc.
2. A member of our Reception team will discuss your needs by phone.
3. Following your phone conversation, a member of our team will bring your pet from your vehicle into the building for evaluation.

Exam & Consultation:

4. After your pet is evaluated and examined, you will receive a phone call to discuss recommendations and a plan moving forward.
5. Consent for diagnostics and/or treatment, and financial estimates (if requested) may be discussed via this phone call.
6. If your pet needs or has had surgery, updates will be given via phone by a member of our veterinary team.

Check-out & Discharge from Greenfield Veterinary Clinic:

7. Once the care of your pet is complete, you will receive another call to discuss the discharge process.
8. Payment will be collected before the discharge of your pet from the hospital, either over the phone or through a wireless terminal brought to your car by one of our team members.
9. Your pet will be returned to you following the review of discharge instructions.

Hospitalized Pets:

- Updates will be given regularly via phone by a member of our veterinary team.
- Unfortunately, no visitors will be allowed inside the hospital.

Notice to owners:

If you (human) are experiencing a respiratory illness, or have been exposed to the coronavirus, please have an adult 18 years of age or older bring your pet in for you. A consultation with you will occur by phone.

Again, effective Wednesday, March 18th, only veterinary clinic personnel will be allowed inside of the Greenfield Veterinary Clinic building until further notice. A staff member will meet clients in the parking lot and bring pets in for care. Veterinary Clinic personnel will contact clients directly by phone with information regarding their pets.

Thank you for entrusting us with the care of your pets. We are committed to safely providing the best care and service to you, your pets and the community. Please contact us with any questions regarding this communication.

Sincerely,

Greenfield Veterinary Clinic