



COVID-19 UPDATE:

BVAH is proud to announce that our Patient Concierge Services and COVID policies, that were implemented since the start of the pandemic, have helped to keep our entire hospital team, clients, patients and local community safe during these scary times!

- We appreciate your understanding and patience as we make necessary changes to continue to keep everyone safe. We are taking additional cleaning and sanitizing measures within the hospital for our facility and extra protective measures for our hospital team members and patients. Due to our amazing clients being so understanding and appreciative, we have been able to keep our doors open to continue to offer quality services to you and your pets!
- These policies are in line with public health guidelines regarding COVID-19, during this rapidly evolving situation.

We will continue to make changes as needed to reduce risks while continuing to provide exceptional patient care:

- Following Public health guidelines, including the principle of social distancing, only B.E.S.T. VETS Animal Hospital personnel will continue to be allowed in the hospital. Hospital team members will continue to meet clients and patients in the parking lot and then will bring the patient into the hospital for their appointment. During this time, some services may still be limited as recommended by government officials, pending essential needs. What Clients should do and expect when they arrive at the hospital:

1. We continue to ask that anyone that has symptoms of COVID-19, has travelled within the last 2 weeks, or has had potential exposure to someone that has potential COVID-19, to please call us before coming to your appointment to discuss your options.
2. Please call the hospital when you arrive: 407-322-3930
3. Please park in the back parking lot, in a designated parking space, and remain in your vehicle with your animal. Please remember to maintain an ideal thermal regulated temperature for you and your pet while waiting in your care (i.e. air conditioning on a hot day). A staff member, wearing proper protective gear and maintaining ideal hygienic policies, will call or meet you outside to discuss your pet's appointment details.
4. Please have your cats confined in a carrier and dogs controlled on a leash. Do not let your pet outside until directed by a staff member. A staff member will use BVAH's leashes and place them on your dog and you will be asked to remove your dog's collar and leash, in thus, limiting risk of these objects being fomites that could be carrying COVID-19.
5. The next steps of this concierge service will be directed to you by a support staff member, pending what your pet's needs may be for their visit.
6. Please call or email us with any questions about the changes and steps we have implemented to help minimize risk of exposure and spread of this virus.

The CDC has a comprehensive website with general information and more about COVID-19 and animals: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

PLEASE KNOW THAT WE CARE ABOUT OUR TEAM, FAMILIES, CLIENTS, PATIENTS, AND COMMUNITY!