

Client Visitor's Summary regarding COVID-19



Clients or visitors are not permitted to enter the hospital.
Yes, our front door is locked during our open hours

We respectfully request you to follow these procedures:



STEP ONE— Telephone us when you arrive to “**check-in**”

STEP TWO — **Patiently wait** in your vehicle or in the emergency / disability bay at the front. We will call you back when we are ready to proceed.

STEP THREE — The front door **airlock** will be used to transfer pets (and orders) between the hospital environment and pet parents.

STEP FOUR (Appointments with the veterinarian)

We still need your participation in the consulting process either via

- Telephone, or
- Zoom Cloud Meetings (*download from* Google Play or Apple Store)

Thanks for your patience...we too are finding this a challenge!

Our Phone number is 9792 4787



IMPORTANT ADVICE:

More information @ www.dvh.com.au/covid



- Please **respect social distancing measures**.
Do not stand within four metres of the front door or 1.5metres of other clients.

We will **no longer be accepting cash** payments. We accept:

- Payment over the phone using a card
- “Pay Anyone” Our PayID = accounts@dvh.com.au (email payment receipt to avoid delays)
- Openpay payment plan

It is important that you **inform us** if

- You're experiencing symptoms (Fever, Shortness of breath, Cough, Runny Nose or Sore Throat)
- You have been asked to self-quarantine by government authorities