

Dandenong Veterinary Hospital

The Caring Professional Team



🚩 COVID-19 Social Distancing Update 🚩

IMPORTANT

Quick links: [COVID-19 Client Visitor's Summary](#) and [COVID-19 and pets](#)

To all our valued clients,

We still remain open, with new changes.

Having now entered **enforceable restrictions on social gathering**, we are updating our changes outlined in the previous email, dated Friday 20th March, to increase our measures for limiting the risk of spread of COVID-19.

QUICK SUMMARY

Effective tomorrow – Wednesday the 25th of March

- **No clients are permitted to enter the hospital.** The front door will be locked. Our front door 'airlock' will be used as a social distancing measure to transfer pets (and medication or food orders) between the hospital environment and their pet parent.
- We will **no longer be accepting cash** payments.
- Telephone us:
 - **When you arrive** in the car park (for both appointments *or* collecting orders)
 - To pre-order all **food or medication**. (walk-ins may have an extensive wait time)

Should you need to visit us, then please see a more comprehensive overview below.

Our aims remain the same. To...

- *keep you safe* while visiting the hospital,
- *keep our team safe* from infection,
- *reduce community spread* and

- *avoid or shorten any temporary business closure*, so we can continue to provide your pets with the veterinary care they may need.

We are a small business too. We greatly value you choosing DVH as your preferred veterinary care team for your pet's healthcare needs.

Kind regards,



Signed, Dr. Darren E. Shortt & Dr. Jessica L. Morse

COMPREHENSIVE OVERVIEW **Effective Wednesday the 25th of March:**

1. The **front door will be locked** ([these instructions will be on the door](#)).
 - Telephone us **when you arrive** in the car park (for appointments or collecting orders)
 - Telephone us to order all **food or medication**. (walk-ins may cause you extensive waiting)
2. **Clients are not permitted to enter the hospital.**
 - Our front door 'airlock' will be used as a social distancing measure to transfer pets (and orders) between the hospital environment and pet parents.
 - Consultations will now be via pet drop-off and pick-up from our front door airlock.
 - You will need to wait in the car park during your visit.
 - We still need your participation in the consulting process either via telephone, or we are to trial [Zoom Cloud Meetings](#) to allow your "virtual" participation in the room. ([Google Play Store](#)) ([Apple Store](#))
 - All cats *must* be presented within a secure carrier.
 - **Our cleaning protocols continue to be thorough.** These will still involve room cleaning between every consultation, even if only your pet has been present.
3. We will **no longer be accepting cash** payments
 - Existing clients may choose payment over the phone using a card.
 - First-time clients must present the actual card that they are using for payment
 - "Pay Anyone" (OSKO pay) direct transfer is also available.
(we ask you to email us a copy of the payment receipt to avoid delays)
 - [Openpay](#). Care Now, Pay Later, is an available payment plan we provide
4. It is important that you **inform us** if
 - You have been overseas within the last 14 days
 - You're experiencing symptoms (Fever, Shortness of breath, Cough, Runny Nose or Sore Throat)
 - You have been asked to self-quarantine by government authorities

--> See our website for a summary and video about [COVID-19 and pets](#)

If you have any further questions, please contact our team on **(03) 9792 4787**

In conclusion...

We are a small business too. It is so important to us that you continue to support us by choosing DVH as your preferred veterinary care team for your pet's healthcare needs.

Every visit you make supports our team and business.
We thank you

For more, visit www.dvh.com.au

Book Online using our [DVH Client Portal](#) (also accessed from [our website](#)). Our portal also gives access to your pet's medical file where you can review their health care reminders, request refills for long-term medications and more!

To unsubscribe from Email Reminders, we request you telephone the hospital on (03) 9792 4787 or email info@dvh.com.au