



An Important Update from the Northeast Indiana Veterinary Emergency & Specialty Hospital

Our hospital remains committed to providing emergency & specialty veterinary care for our community in the midst of these unprecedented times. Veterinary care is considered an essential service and as such we intend to remain open 24 hours.

Effective 3-19-2020: To best protect our dedicated team members and follow the recommended guidelines of the CDC, we will be instituting the following changes.

General Information:

- **When at all possible – call our office prior to arrival.** This will enable us to best prepare and give you direction on these new protocols.
- We are encouraging all clients to download our registration form off our website to complete ahead of your arrival.
- We are limiting our lobby usage and directing clients to either available exam rooms or to wait in their cars until further directed. Additional details are provided below.
- For Life-threatening emergencies – a staff member will direct you on how to proceed upon arrival.

Patient Intake Procedures:

1. A maximum of 2 family members will be permitted to accompany any pet into the hospital.
2. **If you are sick, have a respiratory illness and/or fever** – find someone else to bring your pet to the hospital.
 - a. **If are ill and must bring your pet in yourself– you must remain in your vehicle.** Call our office once you arrive. A staff member will get your Registration information and send someone out to get your pet.
 - b. Please have your pet ready, waiting outside your car. Dogs will be brought in using one of our hospital slip-leads. Owner collars/leashes are to remain with owner. Cats will be brought in using owner carriers after being wiped down with a disinfectant.
3. If you are healthy –call ahead of your arrival for more detailed instruction on how to have your pet treated.
 - a. Once you arrive, call to let our reception staff know you are in the parking lot. If an exam room is open, you will be direct to enter the building and complete the registration process. Next you will be directed to an open exam room. You must remain in the exam room for the duration of your visit (no waiting in lobby).
4. If no exam rooms are available **and your pet is stable:**
 - a. Owners & pets should wait in their cars. Please ensure reception staff has the owner's cell phone #. When a room becomes available, we will call the owner and direct them to come in to the open exam room.

Exam Room Usage & Check-Out:

1. Clients will be greeted & checked in at the first designated reception window. Next you will be directed to an exam room. Clients must remain in the exam room until completion of your hospital visit (no waiting in lobby).
2. When your visit is complete, a staff member will either complete your check-out in the room or direct you to the designated discharge reception window.
3. All clients will be directed to leave through a designated exit door, located by Exam Rm #9.



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4. In compliance with Social Distancing recommendations, we are utilizing a single entrance door and a separate exit door. This will improve client flow and limit client overlap in our lobby. Please follow all instructions by our reception staff.

Patient Discharges, Visitation & Prescription Refills:

1. If your pet is set to go home – call our office to schedule a discharge time. No more than 2 family members will be permitted for patient pick up.
2. **For stable pets:** we are discouraging all patient visits. You can call for updates and to schedule discharge appointments.
3. **For critical patients:** visitation will be limited to no more than 2 people and for a maximum of 20 minutes. We are requesting no more than 1 visitation per day; however additional visitations will be permitted on a case by case basis.
4. No walk-in medication refills will be honored. If you currently receive pet medications from our hospital – you must call ahead for any needed refills and schedule a time for pick up with our reception staff.

Recommendations from health officials are changing rapidly. We at the Northeast Indiana Veterinary Emergency & Specialty Hospital, will update you on any changes to these policies as they happen. For additional questions, please call our office at 260-426-1062.