

VETERINARY HAPPINESS

SAFE VET VISITS DURING COVID-19



Updated March 28th 2020

DO NOT VISIT THE CLINIC IF:



- You have cold or flu symptoms
- You have been in contact with someone who possibly has COVID-19
- You have been overseas in the 14 days
- You are in self-isolation

We can make alternative arrangements.

NON-CONTACT CONSULTING



Our aim is to continue to provide veterinary care for your pets, while reducing risk of spread of COVID-19.

In order to adhere to government social distancing guidelines, our veterinary services will temporarily be via a **drop-off /pick-up service**.

CALL US BEFORE YOU VISIT



Our online booking platform is temporarily switched off so we can triage booking requests. Priority will be given to urgent medical cases.

Please call if you are running late or need to cancel. Food and medications can be ordered and paid for over the phone prior to pick up and brought out to your car.

WAIT OUTSIDE FOR YOUR APPOINTMENT



Please call us on arrival to the clinic and wait outside with your pet or in your car.

Our nurses will take your pet through to our vet, who will then call you while examining your pet. Please adhere to social distancing recommendations and stay 1.5m apart from others while waiting.

USE CONTACTLESS PAYMENT METHODS



Please avoid paying with cash and use tap-n-go. We can take over the phone payments for consultations, surgery, food and medication.

We also offer VetPay and provide Zip-Pay for interest-free payments.

HAND HYGIENE



We will give you a wave instead of shaking hands.

Use the hand sanitisers we have available on arrival and departure. You may see some of our staff wearing gloves and masks, but please do not take offence.

 3206 7911

 info@vethappiness.com.au  www.vethappiness.com.au

We thank you for your co-operation during this time and apologise for any inconvenience caused by these preventative measures.

Together, we can reduce the spread and impact on our community and continue to provide care to your pets.

*** Any inappropriate behaviour towards our staff will not be tolerated ***