

VETERINARY HAPPINESS

SAFE VET VISITS DURING COVID-19



Updated June 24th 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 are in self-isolation

Please call us in this instance to discuss alternative arrangements.

NON-CONTACT CONSULTING



In order to adhere to government social distancing guidelines, our veterinary services are currently **NON-CONTACT**. Our nurses will assist the vet during your pet's physical exam, who will then communicate with you regarding their findings.

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.

SOCIAL DISTANCING



Due to government mandated restrictions, we can have a MAXIMUM of 2 people in our reception area and 2 people in our waiting area at one time.

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.

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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 ***