



Protocol for Preventing the Spread of Infectious Disease Regarding COVID-19

1. We will be following WHO and CDC recommendations to practice social distancing through our Concierge service. In this protocol, we ask that owners please call us once they have arrived in the parking lot for their appointment. At this point, an FVH team member will retrieve the patient from the owner at their vehicle and bring him/her into the hospital for examination with the doctor. The doctor will then talk with the owner via telephone to review exam results and form a treatment plan.
2. A new pair of exam gloves will be used for each client and patient interaction.
3. Canine patients will be leashed with a clean hospital slip lead. Leashes will be exchanged when the pet is retrieved and returned to the owner's vehicle. The owner will retain their own leash.
4. Each patient will be examined with clean exam gloves.
5. All exam tools, instruments, work surfaces and materials will be disinfected after each use.
6. All door handles will be disinfected after each appointment and periodically throughout the day.
7. Each hospital employee involved in handling a patient will wash their hands thoroughly after each appointment.
8. For medication and/or food pick-up, we ask clients to please call once they have arrived. A team member will wear a new, clean pair of exam gloves to deliver items to the owner at his/her vehicle. All payments will be taken over the phone.
9. All hospital surfaces, high touch surfaces, media, equipment and floors will be disinfected at the close of each day in addition to multiple cleanings and disinfection throughout the day as warranted.
10. All team members are counseled not to report for work and to self-quarantine if they are feeling ill or have had any known exposure to someone with COVID-19.
11. Telemedicine services are available to address many health concerns. Using phone communication and taking advantage of email, photo and video tools, we can address many health concerns. This is a helpful option for existing clients.
12. We will provide updates on hospital policies and changes through social media (Facebook, Instagram) and our website, Fairfaxveterinary.com
13. We will continue to work with local, state and national public health organizations and partners to understand the impact and spread of the outbreak in our area and respond appropriately.