

Gallatin Veterinary Hospital Infectious Disease Actions

The emergence of COVID 19 has generated a tremendous amount of fear and anxiety. It's new, it's unexpected and that makes it hard to know what to do for many. Gallatin Veterinary Hospital feels lucky to know what to do. We have training in infectious disease. Clear back in 2008 when we built this building we were looking at HVAC systems and HEPA filters to limit the spread of airborne infectious disease. This was not required by law or zoning. Many folks choose to do the easy thing – do the bare minimum; we choose to do the right thing. While others are rushing to share their “new” plans, we were already working to prevent infectious disease and so for us it's habit. In addition, we will have 24-hour telemedicine capabilities hopefully by next week. Again we were already working on implementation prior to COVID 19 because we felt it was the right thing to do.

When we move from infectious disease risks to pets into risks to humans a few things change. What doesn't change is our desire to protect our family and GVH clients are family. We have to communicate to do our best. That's why we have always favored relationship medicine over commodity medicine. Having a relationship helps make communication happen.

Risks we need to address

- 1) You're worried about being exposed to COVID 19 at GVH.
- 2) You're concerned you may expose GVH staff to COVID 19.

We have many ways to help address both risks. Since we believe in individual care, we ask for your help communicating your needs and concerns.

- 1) If you are in a high-risk group for getting a severe case of COVID 19 or just scared to come in, here are the current options.

Is it an emergency or can we chat on the phone and possibly schedule in the future?

If it is an emergency, can anyone else bring the pet to us?

If you must be the one bringing the pet and have concerns about getting exposed for any reason let us know. We can have you come into an exam room from the outside. This is not through the main entrance but a completely separate entrance. You can leave the pet inside and return to your car. We can then call you and chat on the phone about the problem and get any relevant history. We can examine your loved one and then recommend diagnostics or treatment. At the time of discharge, payment can be made over the phone. Your pet can then be placed back in the exam room where you can pick them up and drive home.

Alternatively, we can greet you at your car and bring your loved one into the building while attempting to stay the recommended 6 feet away. If needed or desired, we can wear Personal Protective Gear (PPG) – mask, gloves and gown.

Do you just need food or medication?

We have home delivery options and an online pharmacy that is convenient and often costs less. Nothing new we just feel like saving money and time is always in your best interest. Now it also reduces human contact.

2) If you're self-quarantining or have COVID 19, we can still help treat your loved one.

Is it an emergency or can we chat on the phone and possibly schedule in the future?

If it is an emergency can anyone else bring the pet to us?

If you must be the one bringing the pet and have concerns about exposing staff for any reason let us know.

We will wear personal protective gear (PPG) – mask, gloves and gown. We will try to stay the recommended 6 feet away. We can have you come into an exam room from the outside. This is not through the main entrance but a completely separate entrance. You can leave the pet inside and return to your car. We can then call you and chat on the phone about the problem and get any relevant history. We can examine your loved one and then recommend diagnostics or treatment. At the time of discharge payment can be made over the phone. Your pet can then be placed back in the exam room where you can pick them up and drive home.

Alternatively we can greet you at your car wearing PPG and bring your loved one into the building for care, while attempting to stay the recommended 6 feet away.

Do you just need food or medication?

We have home delivery options and an online pharmacy that is convenient and often costs less. Nothing new we just feel like saving money and time is always in your best interest. Now it also reduces human contact.

Follow the CDC guidelines for self care:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Currently there is no evidence of COVID 19 being spread by your pets

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/animals.html>

We expect to have telemedicine options very soon. Call us with any thoughts or concerns. We love you all and together we will not just survive we will thrive!