



POINT BREEZE VETERINARY CLINIC

3-19-20

To the valued clients of Point Breeze Veterinary Clinic,
We recognize that we play a vital role in keeping your pets healthy and happy. At this time, we are planning to remain open during the outbreak of COVID-19 but we are instituting some policies to keep both you and our staff safe.

We are asking clients who are sick (respiratory disease or fever) or clients who have potentially been exposed or who have tested positive for COVID-19 to not bring their pets into the clinic. If your pet is scheduled for a routine wellness visit, we ask that you reschedule the appointment. If your pet has an urgent need we are available for telemedicine consults via email.

If you are feeling well and have a scheduled appointment please be aware we are offering curb-side concierge service only. This means your pet will come inside the office, while you rest comfortably in your car.

When you arrive at the office, please call or text at 412-665-1810 or email us at pointbreezevet@gmail.com us to let us know you have arrived. Please let us know your pet's name, where you are parked, and what your car looks like. We will have a staff member meet you to pick up your pet. If you do not have a cell phone, please knock at the front door and a staff member will help you while keeping a safe distance away.

If you have a cell phone, the staff member will call you from our exam room to take a history and discuss any questions or concerns you have about your pet. If you need refills of any food or medications, please let us know. After the exam, a staff member will be in touch with you to discuss exam results and recommendations.

You will be able to check out using a card on file, through our online payment system (<https://ww2.payerexpress.com/ebp/PBVC/>), calling in a credit card number, or sending in a check after your exam. Your receipt can be printed or emailed to you.

If you have a urine or fecal sample to drop off, we have a drop off station outside of our Reynolds Street office. Please follow the posted instructions and call, text, or email us to let us know your sample has arrived.

For medication or food pick ups, please let us know when you have arrived and stay in your car. It is helpful if you have your trunk opened so we can quickly and easily deliver your items to your car for you. We will put your receipt in the trunk with your items. You may make a payment to us as detailed above.

For our existing clients that have had an exam with a doctor within the past 12 months, we will continue to offer telemedicine consult via email at pointbreezevet@gmail.com . These email consultations are more ideal for disease processes that are visible to the eye. With email consultations we are able to accept text, pictures and videos. If you don't have e-mail we can offer phone consultations as well. If we decide that treatment is necessary and medications need to be picked up, we can deliver the medications to your car and you may make payments as outlined above. **Alternatively, we can mail the medications to your home for an additional shipping fee.**

If your pet has an issue like severe vomiting, diarrhea, not eating, seizures, change in water intake/output, limping or bleeding it may be best to schedule these appointment as drop off appointments as we will need some time to do testing and help these patients feel better.

We are doing our best to stay abreast of current developments. We understand there is a lot of information (and misinformation) floating around. Updates can be found at:

American Veterinary Medical Association: [Avma.org/Coronavirus](https://www.avma.org/Coronavirus)

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you have questions please contact our office.

Thank you for your understanding and patience in this situation,

The Doctors and Staff at Point Breeze Veterinary Clinic