



## **Animal Dental Care COVID-19 Protocol**

### **What are we doing to help prevent the spread of COVID-19**

Dear Clients of Animal Dental Care and Oral Surgery,

We are dedicated to playing our part in decreasing the spread of COVID-19. The health of our clients, staff and community are paramount to us. We are committed to staying open during this challenging time but will follow the lead of the CDC and our state and local authorities in minimizing the spread of this virus. We have implemented the following plan to reduce the risk to our clients, staff and facility while maintaining the excellent quality of care we are devoted to providing your precious pets.

Dr. Patrick Vall and the staff of Animal Dental Care and Oral Surgery

#### **Cleaning protocols**

- Animal Dental Care and Oral Surgery is a “no-handshake” hospital until further notice. We are making every effort to remain open. Social distancing techniques of a minimum of 6 feet will be maintained.
- Non-essential items have been removed from the lobby along with business cards, magazines, etc. The lobby is being cleaned after every appointment.
- Exam rooms between every patient and the entire hospital are being disinfected based on the latest recommendations from the CDC to address COVID-19 concerns.
- Every employee will frequently wash their hands with an appropriate antiseptic soap or hand sanitizer throughout the day. This will also be done before and after each appointment.
- Every employee will practice appropriate social distancing and will not be allowed in the facility if they are ill, exposed to a family member who is ill or have traveled abroad/ domestically in the past 2 weeks

#### **Appointment protocols**

- Starting on March 17, 2020 we are asking clients if they or any immediate family member have had international travel in the last 2 weeks or if they have any reason to believe that they have been exposed to an individual positive for COVID-19. If so,

alternative options will be discussed with their ADC doctor and practice manager. Options will include delaying the appointment, car side consult or telemedicine.

- ADC will begin asking clients if they have any symptoms of respiratory illness or fever, and if so, will ask them to delay the appointment or remain in their car for the appointment while staff members retrieve and examine their pet inside. The doctor can discuss diagnosis and treatment over the phone with the client.
- “Curbside Appointments” will be offered to all clients who are scheduled for a consultation with one of our doctors. We ask clients to call our clinic (719)536-9949 at parking lot arrival and a staff member will greet them outside as soon as possible. A staff member will take the pet inside for the examination and a doctor will communicate with the client either outside or by phone. We will make every effort to enhance social distancing for our clients.
- Recheck appointments will be done as “Telemedicine” appointments. Clients can send a photo of their pet’s mouth and our staff can call them to follow up on the pet. FaceTime and Skype are also acceptable options.
- To minimize extended contact, surgery and other drop off appointments will be done curbside, with either a technician or client service representative going out to the client's car to check in and check out for the procedure.
- For patients and clients who are seen in our hospital we will limit the number of clients to our exams to one per pet for each visit