

COVID-19 CLINIC TIPS

Ideas to support senior clients during challenging times.



Protecting clients and staff from COVID-19 doesn't mean reducing patient care. This requires creative thinking and flexibility on the part of your staff and partners. Here are a few things your clinic can implement today.

Staff Education

Educate staff on how to speak to clients about COVID-19 and their pets. According to the CDC animals including pets aren't believed to be a source of infection with the virus. Details at: [CDC Animals & COVID-19](#).

The AVMA is [providing information](#) and advice for the veterinary profession's response to the virus.

We will support your efforts to keep connected to your clients so you can provide best medicine through these uncertain times. Our team will provide tools you can use to stay in touch and respond to evolving conditions.



When patients must see the veterinarian

- Minimize the number of people in the waiting room
- Have clients wait in their car - text or call them when you are ready
- Eliminate elective procedures – per AVMA
- Enhance cleaning protocols for all areas of the clinic
- Do as much as you can during that one visit - send a supply of products home with the client too





If they can't come to the clinic, take the clinic to them

USE TECHNOLOGY TO STAY IN TOUCH

- Let them know when the office is open and any new protocols.
- Utilize or expand Nurse Appointments to phone appointments.
- Use emails and social media to deliver information and remind them of their pets seasonal needs.



DRIVE THROUGH, TAKE OUT OR DELIVERY?

Mail Monthly medications like flea, tick and mosquito repellants.



Drive through vaccine appointments for pets who need to stay on schedule.

Rapid Pick-up – Take orders and payment over the **phone** and have it waiting.



Deliver monthly or multiple months of supplies to their doorstep.

Your **Ceva Territory Manager** can share details on how we will pay for parasiticides to be shipped directly to the home.

