

Considerations for Transitioning to Curbside Care

1. How will you communicate the new process to your clients?
 - a. Email to all clients to alert them to the changes
 - b. Scheduling - Prep the client and set expectations when scheduling the appt.
 - c. Appointment Confirmation Calls - reiterate the process and make sure client doesn't have any questions
 - d. Update message on voicemail with basic information
 - e. Place signage on doors and in parking areas
2. What will your workflow be?
 - a. Check in process - any difference for surgical check ins vs. appointments?
 - b. Pet retrieval - remember to put safety precautions in place (carriers, leashes, safe handoff)
 - c. Exam, services, medications, charges
 - d. Charging client
 - e. Returning the pet and reviewing what was done, medications, instructions
 - f. Surgical discharges - set planned time for DVM discharge by phone and have owner call upon arrival
 - g. Tech appts. - any limitations needed based on staffing and social distancing?
 - h. Euthanasias - consider how best to handle flow and limit exposure
3. How are you going to schedule staff?
 - a. Be accommodating to your team members' needs, as possible
 - b. Consider creating an A team and B team to work opposite each other to decrease team member exposure
 - c. Allow time between appointments for cleaning and disinfecting
4. Personal Safety, Cleaning and disinfecting
 - a. Social distancing with clients and other precautions
 - i. Try to maintain as much distance as possible during patient hand off
 - ii. Do not enter a client car for the patient
 - b. Set protocols for cleaning surfaces between patients
 - c. Set protocols for hand washing between patients
 - d. Additional cleaning and disinfecting steps
 - i. Disinfect Clover after every use by wiping with 70% alcohol on a cloth
 - ii. Disinfect doorknobs, handles, etc. multiple times a day
5. Food and medication pick ups
 - a. If client calls ahead, let client know about changes and set expectations about pick up process. Call upon arrival, pay by phone, items will be brought to you
 - b. Consider flexible approach to refills to ensure patient has necessary medications (i.e. QOL vs. need for exam or blood work)
6. Clients dropping off samples
 - a. Call upon arrival
 - b. Pre-pay if not already paid
 - c. Place sample in lab box by door
 - d. Receptionist retrieves sample, takes it to the lab and washes hands thoroughly