

Pewaukee Veterinary Service

Safety Communication and Updates regarding COVID-19

Hours will be Mon-Thurs 7:30a-8p, Fri 7:30a-6p, Sat 8a-5p, Sun 12p-4p

We will still offer early drop off for Surgeries, Dentals, Grooming and DogDayCare at 7a

Dear Valued Client,

Safety is always our highest priority at Pewaukee Veterinary Service for our employees, clients, and patients. As many of you are aware, the coronavirus (COVID-19) situation is evolving daily and we are all concerned about the safety measures that are being taken. As we continue to develop our responses to the ever-changing circumstances, we want to assure you that we are taking the necessary precautions.

While we continue to monitor the recommendations from the Center for Disease Control and Prevention (CDC), we are committed to providing ongoing patient care for your pets that promote safety and convenience. The CDC is recommending that extra precautions are taken with individuals who may have a weaker immune system or are in the age groups that are at a higher risk. The CDC does recommend if you are experiencing any symptoms that you limit your contact with your pets. Please follow this link to the [CDC interim guidance for managing people with COVID-19 that have pets](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

We encourage our team and our clients to follow the CDC recommendations outlined on their website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. If you are feeling unwell or exhibiting signs, please take steps to safeguard others and remain at home. As the CDC recommends, we have increased our daily cleaning of all surfaces and our hygiene protocols, and have implemented policies regarding employees exhibiting signs or symptoms of illness. Our hospital is implementing new temporary policies with which we will be able to offer a safer option for care that will decrease the risk of exposure. We understand that the risk of being exposed is low, however, we wish to be as accommodating as possible.

- **Appointments**

When you arrive for your appointment please give us a call and wait in your car. We will then call or text you when a room is available. At that time you can enter the building, get a weight on your pet and go directly into an exam room.

- **Please limit 1 client per exam room**
- **Please have someone else bring in your pet if you are sick, and limit any contact with your pet**
- **Please practice social distancing and keep 6ft apart**

Prescription (Medications and Preventatives)

- **Prescriptions (Medications and Preventatives)**- We have an amazing online pharmacy where you can order and have items shipped directly to your house by clicking this link: [Pewaukee Vet Online Pharmacy](#) .
- **In Clinic orders**- If you place an order for pickup at Pewaukee Vet, **ALL food and medication pickups must be done through our drive-thru window.**
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- **Food- Both prescription and regular diets**
- **Purina Vet Direct**- You can [Click Here](#) to order Purina prescription diets, regular diets and even treats and have shipped directly to your home.
- **Regular Diets at PVS**- We are now stocking a couple options for Canine and Feline regular diets, if you are short on food and don't want to run to the store you can order here and pick up through our drive-thru.
- **Online Pharmacy**- [Our online pharmacy](#) stocks hundreds of prescription and regular diets, all of these will ship directly to your home.
- **Telemedicine Consults**- for clients that have been established and patients that have been seen by one of our veterinarians.
 - o Please visit our website and look for [Telemedicine](#) under the Services tab or call the clinic at 262-347-0787 and one of our team members can email you the information on the Televet app and how to download and register. (Please note that not all cases will be resolved via the telemedicine consult and some may still need a physical exam with a Vet)

For our clients that are at a ***higher-risk, immunocompromised, and have respiratory symptoms***, we will be offering the following services:

- Curb-side Services must be pre-scheduled as an exam. At your time of arrival please call us.
 - o After you are checked-in over the phone and have provided your cell phone number, we will have you bring your pet to the vestibule where a technician can come and swap leashes to take your pet into an exam room.
 - o You can then wait in your car, the doctor will perform the exam and then relay information to you via the number provided. After the exam is completed a team member will contact you to go over the services and collect credit card payment over the phone.
 - o We will then have you meet the technician in the vestibule to get your pet.

Boarding & Dog Day Care Appointments

- o We are limiting one client in the lobby at a time for Boarding, Dog Day Care check-in appointments as well as pick-up times.

Grooming

- Clients will drop off their pet at their scheduled drop-off time as indicated in their appointment reminder email
- Limit one client in the lobby at a time
- Payment must be completed over the phone
- All pick-ups must be scheduled

We hope that these added measures will ease any concerns regarding our veterinary services. Thank you for your patience while we develop new protocols to adjust to this fast changing situation.

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262-347-0787