

QMHA Client Information

Animal owners who have symptoms of COVID-19 must NOT come onto our site. Symptoms include: fever, a persistent cough, loss of sense of smell and / or taste).

Please ensure that you wear a face covering at all times when you are visiting us - both inside and outside our buildings.

Following both Governmental and updated RCVS guidelines, we are unfortunately not inviting clients into the hospital at this time.

- Please park in a parking bay and notify our Reception team of your arrival and the bay number using the telephone number displayed **01707 669370**
 - For cases requiring a **trolley / life threatening emergency** – please use the drop off area where you will be met by a Vet / Nurse; then move to a number bay when your pet has been admitted.
- Please wait in your car and someone from our clinical team will contact you.
- The arrivals line telephone number must not be used at any other time to contact the hospital team. For all other questions please use 01707 666399.

Facilities

Restaurant / Café opening times Monday to Friday:

Main Restaurant	8am – 2pm
Café	8am – 6pm (4pm Friday)
Toilets (Restaurant only)	8:30am – 2:30pm

Weekend and out of hours – please see our Security team (within the entrance Security Hut) who will unlock the door to the Restaurant toilets remotely for you.

Consultation – what to expect ...

All discussions and questions will be via the telephone; we ask you to remain in your car whilst this takes place. Please allow for additional time to accommodate for these new ways of working.

- For **emergency cases**, a vet or veterinary nurse will triage your pet and take them into the hospital for stabilisation.
- A veterinary student, or vet, will call you to take a full clinical history. If a student, they will then discuss your pet with the supervising vet who will contact you via telephone to discuss.
- A Consent Form will be generated and emailed to you – please read, sign and return the form as indicated (if you do not have a smartphone device, please notify Reception for a paper copy).
- The veterinary student, vet or veterinary nurse will come and collect your pet from you;
 - A slip lead will be used for dogs and you will keep your own collar and lead.
 - For cats, your basket will be returned to you immediately.
- Thank you for your patience, we wish you a safe journey home. A member of our clinical team will be in contact with updates as arranged.

Please note, a member of our Accounts team will contact you by telephone to arrange payment of the deposit and collection of any insurance details.

Our online payment portal is available at:

<https://www.rvc.ac.uk/small-animal-vet/specialist-referrals/online-payment>

