PAW REHAB GUIDELINES for VISITS DURING COVID

We are limiting visits to pet's that are experiencing pain, are injured, needing post-surgical recovery or are immobile and needing assistance with recovery. If a pet is feeling well at this time and mobile and you or your veterinarian feel your pet is comfortable, we are asking you reschedule your pet's visits until the "Stay at Home" order has been lifted *(subject to change).* **Please call us if you have concerns so we may determine if your pet needs to be seen. We will otherwise check in with you for a progress report and update you if there are any continued limitations at that time.**

NEW PATIENTS: We will be seeing new consults starting after April 20, 2020 in order to evaluate the condition of your pet, guide you and see how we can help but you will need to remain in your vehicle during the visit.

CURRENT PATIENTS: If you are a current client, your pet should continue to be seen if given any of the following situations:

- Your pet is currently being treated for acute (more recent or sudden pain) or moderate to severe chronic pain.
- If you feel your pet's condition or pain appears worse.
- If you see that your pet appears weaker, more uncoordinated or unsteady/wobbly with their walk.
- Your pet is not mobile or is having significant difficulty with mobility which affects its daily functions of living or quality of life and requires rehabilitation therapy and monitoring for recovery and/or nursing care/home care instruction.
- Your pet is in the early stage of recovering from surgery or an acute injury.
- If you are unclear if your pet needs to be seen, you may consult with us over the phone or with your referring veterinarian to help make this determination.
- If you feel your pet does not do well if missing visits, please call us or schedule an appointment so we may help.
- If your pet's referring or primary veterinarian feels your pet is in need of being seen at this time (ie. acute paralysis, post-herniated disc surgical or non-surgical, acute or chronic pain unresponsive to conventional means, complicated post-op fractures, quality of life is impacted…)

We are not a general practice or emergency center and do not have after-hours service. In the event of an emergency, please contact your primary care veterinarian or nearest veterinary emergency hospital.

We are asking clients to please refrain from visits if you or your pet are ill, immune compromised, over the age of 65 or if you or a family member is affected by the COVID virus, has had a known exposure to the virus or have recently traveled to any High Risk or Travel Restricted countries or areas listed by the CDC. If you or your pet are coughing, sneezing, vomiting, having diarrhea, Flu-like symptoms or a fever, or any other symptoms of COVID or are in one of the risk groups above, please contact us to let us know that you will not be able to make your appointment and we will be happy to assist with rescheduling the visit when you or your pet is well and to have our doctors

advise you on the care of your pet and options during this time. *We recommend you alert your primary veterinarian to any concerns about your pet (non-rehab related) and to discuss concerns you may have about your own health with your medical doctor.* We would advise you refrain from visits to our clinic until all symptoms have cleared or your doctor has determined it is safe.

All of our employees have been instructed to not come to work if they are showing signs of COVID-19 or ANY flu-like illness. We will let you know if we have changed our hours as some employees have elected to stay home at this time.

We are requiring a protocol of **Curbside Drop-Offs and Pick-Ups** for visits where you can feel safe while we care for your pet within our facility. **Our staff is wearing PPE** (Mask, goggles, gloves and either a gown, lab coat or scrubs which are changed in between patients).

We apologize for any inconvenience. Please know that we are trying to make the best decisions to accommodate our patients needs and to keep everyone safe at this time. We appreciate your cooperation and patience. Please contact us at info@pawrehab.com or call us at (818) 847-7299 if you have any questions.

Be well and thank you!

Your PAW REHAB family