

Covid-19 Update

Due to the ongoing concern revolving around COVID-19 VSH is implementing additional protocols. Please know that our goal at VSH is to continue to provide excellent collaborative specialty and emergency care for patients in our community.

After much thought and consideration and in support of our community, public health, and overall wellness, we will not be allowing clients into the hospital.

Please download and review this form to learn more about our new patient intake procedure prior to your visit.

All clients:

We are asking if clients are feeling sick with respiratory symptoms, have traveled in the last 30 days or have been in direct contact with a person confirmed to have COVID-19 that they make staff aware prior to arriving at the hospital. We will use additional protocols and ask that you remain in your car the entire time you are at our hospital.

For Appointments with a Specialist:

- Please call when you arrive in our parking lot. A nursing team member will take your pet's history over the phone prior to coming out to your vehicle to bring your pet in for an exam with their doctor.
- Once the exam is complete, the veterinarian will call to discuss the medical problems and plans.

If Your Pet has a Medical Emergency:

- Please call one of our offices prior to coming in so a history may be taken.
- Upon arrival, please call again and a triage nurse will come immediately out to the parking lot to bring your pet into the hospital.
- Our Customer Service Team will get emergency consent over the phone.
- Once your pet has been examined by a veterinarian, the doctor will call to discuss the medical findings and recommendations for treatment.

All discharges will be done over the phone by a nurse or veterinarian prior to bringing your pet out to your vehicle. A Customer Service Team member will collect payment over the phone as well.

Additional Information:

- Our hospital is continuing to disinfect and deep clean throughout the day with a pet safe disinfectant.
- Our staff strives to provide outstanding in-person communication as often as possible with our pet parents. However, for the safety of our pet parents, doctors and paraprofessional staff we feel it's best that we limit the time we are communicating face-to-face and avoid physical contact, such as shaking hands.

Implementing these protocols may result in longer wait times, however they will allow us to remain open 24 hours a day to see your pets for their specialty and emergency needs. We appreciate the support and understanding from all of our pet parents and primary care community. If we can answer any questions please call our front desk.