



To our clients of Desert Paws Mobile Veterinary Care,

Your health and well-being are important to us. In light of COVID-19, we at Desert Paws want to share some protocols we have enacted, that may affect you. We have been receiving a large influx of client appointment requests because the chance of spread is less for a home visit versus an in-clinic visit. While this may be true, we can only ensure that we are around if we are strict about hygiene and social distancing. With COVID-19 now being in Arizona, more cases are surely coming. The more we do now, the more we can slow down the spread and give our elderly and immunocompromised clients and their family members the best shot at staying healthy. Our primary goals are to neither get, nor give COVID-19. We are enacting these measures because it is our civic duty to protect our most vulnerable citizens.

Protocol changes:

1. If you or family members are sick, even if it is just the sniffles, or if you are quarantined, please reschedule your appointment. **If you need to cancel or reschedule an appointment due to illness, there will be no cancellation fees assessed during this time.** You may ask, "What if my pet has an issue, what am I supposed to do?" Email or call us. We are looking into telemedicine (virtual) options for the right scenario and may be able to help virtually.
2. If one of our staff members is sick, they will not go to your house, nor be at work.
3. We will practice social distancing by maintaining a distance of 6 feet between ourselves and anyone not walking on 4 legs. We realize this is awkward because, especially in times of letting an animal go, we tend to be hugging-type people. However, this is recommended by the CDC to curtail the spread of this virus.
4. Canine appointments will take place either outside or in a garage if possible. If we are performing the exam in your backyard, we would prefer to enter through a side gate etc., as to limit exposure by walking through your home.

5. Feline appointments will likely need to take place inside because, well, cats. However, it is important to have your cat isolated in an area where we can access your cat(s) easily and quickly. We will not be able to participate in any "cat wild goose chases." If you have a carrier available, we can perform the exam in the garage or in our vans.

6. To get a pet's history and talk about your concerns prior to the appointment, we may call you the morning of your appointment or at your appointment time. We may also elect to call you after we examine your animal to discuss the plan/treatment. If so, we hope you understand that this is done in the spirit of minimizing contact time without sacrificing patient care.

7. We are considered non-essential healthcare personnel and, therefore, will only be able to see pets at nursing homes and assisted living communities if someone is able to physically bring the pet out to us in the parking lot. If so, we will be happy to see your pets in our van and perform any services they need.

8.) Regarding medication pick-ups at our surgical center. We are open but will not be allowing visitors inside the building at this time. Please knock on the door and we will come outside to assist you or intake your animal for appointments. We kindly ask that you wait in your car and we will call you to take payment over the phone and talk about any medical findings or recommendations.

While this may seem like "overkill" to some, we want to error on the side of caution. We thank you in advance for adhering to these temporary policies. At the same time, we do respect if you don't feel comfortable adhering to these protocols. In that case, we can forward your records to another veterinarian of your choice. Please let us know if you have any questions.

Thank you and stay well,
The Desert Paws team

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