

March 24, 2020

Dear East End Vet Clients:

We hope you are all staying safe.

We're writing with another update to a change in our operations to accommodate growing concerns for COVID-19 exposure. Effective Wednesday March 25, we are no longer allowing clients to enter the building, except for extreme circumstances such as pet euthanasia. When you arrive for your scheduled appointment, please call reception at 412-361-5000 to let us know the color/model of your vehicle and where you are parked. If you arrive on foot we will greet you outside the front entrance. Our staff will escort your pet into the building. At that point the veterinarian will call you to take a history, a physical exam will be performed and diagnostic and treatment options will be discussed. Once the visit is over, we will take payment by credit card over the phone, and your pet will be returned to you along with your invoice and any necessary medications. Please be patient, this process will likely be slower than you are used to, so allow extra time.

If you are ill and your pet needs to be seen, please make arrangements for someone else to bring your pet to see us. If this is not possible, please wear a facial mask and exam gloves to protect our staff from exposure. Please let us know if you are ill when you arrive and call reception.

In addition, for select cases, for our established clients that have been seen by one of our veterinarians within the last 12 months, we will be offering the option of a telemedicine consultation. There will be a fee for this consult. This can be performed either by phone or by email. This is especially suitable for problems that are visible to the eye and for which photos and/or videos can be sent to us. If medicines are prescribed that aren't available at human pharmacies, we will have you come pick up the prescriptions here at the clinic (see below).

Finally, we have set up two bins near our rear entrance doors for you to either drop off urine or fecal samples, or pick up medications without entering the building. The rear entrance area can be accessed via Tay Way, which is a narrow driveway about 20 yards east of the front entrance on Ellsworth Avenue. Alternatively, Tay Way can be accessed by driving to end of College Avenue (which dead-ends at the busway) and taking a right on Tay Way. The rear of our building has three doors. The middle and left-most doors belong to EEVMC. The boxes will be tethered to the railing on the ramp leading to the middle door. The boxes are clearly labeled.

When picking up medications, please call reception to let us know you are coming so we can place the medications in the bin. Similarly, please let us know if/when you have dropped of a sample.

Thanks again for your patience as we make these necessary adjustments.

The Doctors and Staff at East End Veterinary Medical Centre