

Dear Just Cats Clinic Families,

In order to abide by CDC and AVMA recommendations to protect our team and clients, we request that all clients that are showing signs of illness that can be associated with COVID-19 remain at home and not bring their cat to Just Cats Clinic. If your cat is in need of more immediate medical care and you do not have someone else that can bring them in for their urgent needs, call and we will have you speak with one of our licensed personnel to determine the best course of action.

For individuals not showing signs, below are the current protocols. If you are not comfortable with these new temporary protocols, we ask that you reschedule your appointment for a later time when we will hopefully return to regular business practices.

Effective 3/18/2020

For Exam Appointments

1. In order to minimize contact in our building that has small spaces including exam rooms, we will not be allowing owners in the building.
2. When you arrive for your appointment, please contact our team at 703-520-2702 to alert us that you have arrived and what type of vehicle you are in. Please remain in your vehicle and staff will come to meet you. When a team member arrives for your cat, please make sure your cat is in a secure carrier. We will not be able to bring your cat inside if he or she is not in a carrier. Our team member will transport your cat to an exam room for the requested services.
3. We ask that you remain on site in your vehicle during your cat's visit so that you are immediately available to contact to review history and determine immediate concerns.
4. We will be using Google Meet to do video conferencing for the exam so you can fully participate in your cat's visit. To access Google Meet, you will

need a gmail account and to have the Hangouts Meet app by Google installed on your phone.

5. If you prefer to have your appointment via phone, there is a dial in number you will receive once invited to the meeting.

4. Once your appointment has been completed, a team member will collect payment via the phone. At this time, we are requesting payment by credit card, Care Credit, or Scratchpay only.

For Technician or Drop Off Appointments and Surgical Procedures

1. The surgical consent form and estimate will be emailed to you in advance. If possible, please print, sign and send these back to us.

2. In order to minimize contact in our building that has small spaces including exam rooms, we will not be allowing owners in the building.

3. When you arrive for your appointment, please contact our team at 703-520-2702 to alert us that you have arrived and what type of vehicle you are in. Please remain in your vehicle and staff will come to meet you.

When a team member arrives for your cat, please make sure your cat is in a secure carrier. We will not be able to bring your cat inside if he or she is not in a carrier. Our team member will transport your cat into the clinic.

4. Once the procedures/services are complete a team member will call you to review and a discharge appointment will be scheduled.

5. Please call upon arrival and a team member will review discharge instructions, collect payment, and bring your cat out to your vehicle. At this time, we are requesting payment by credit card, Care Credit, or Scratchpay only.

For Medication and Food Pick-up

1. Please ensure you have provided adequate time for us to have items prepared and ready to invoice. When you arrive to pick up items, please call and a team member will collect payment over the phone and bring your items to your car.

2. At this time we are requesting payment by credit card, Care Credit, or Scratchpay only.

3. Consider using our Online Store (www.justcatsclinic.com) to have medications and food delivered to your door.

Please let us know if you have any questions.

Sincerely,

The Doctors and Staff at Just Cats Clinic



Dear Just Cats Clinic Families,

We are committed to the well-being of our patients and their human parents. In light of the COVID-19 situation, we are taking extra precautions in accordance with Center for Disease Control (CDC) and American Veterinary Medical Association (AVMA) guidelines to keep the clinic a safe place for clients to seek care for their beloved felines.

Starting immediately, Just Cats Clinic staff will be disinfecting all common area door knobs, seating, water fountains, faucets, counters and credit card terminals once every hour while we are open. In exam rooms we are expanding our usual cleaning between each appointment to include all doors, chairs, and surfaces that clients come into regular contact with. Soap, water, and tissues are available in each exam room for our clients to use while they are here for an appointment. Tissues and hand sanitizer are available to clients waiting in the lobby. If a client comes in with a cough, they will be asked to wear a mask for the safety of our patrons and staff.

Staff members that have been exposed to COVID-19 or are showing symptoms are to remain at home until they are fever free for 24 hours without fever reducing medication. Any staff members that begin to develop symptoms while they are at work will be sent home immediately.

Starting Tuesday March 17th, Just Cats Clinic will be offering curbside appointments for clients that are ill or worried about contracting COVID-19. During these appointments we will have clients park in our designated spaces and call the front desk to let us know they have arrived. One of our patient care specialists will come out to the vehicle to pick up the patient's carrier and bring them in for their exam with the doctor. We will video conference clients into the appointment so they can participate in the exam from the safety of their vehicle.

For clients who are unwell or at increased risk, refills of prescriptions and prescription diets can be approved through our online store and shipped directly to their homes. The link to our online store can be accessed via our website's homepage.

Currently there are no documented cases of cats being a source of transmission for COVID-19 or showing signs of illness from the disease. Studies are currently underway to investigate this further. If you have contracted COVID-19 and are concerned about transmitting it to your pet, it is advised that you make arrangements with a family member or friend to care for your pet while you are ill. If this is not an option, remember to wash your hands before and after caring for your pet.

We will continue to monitor this rapidly evolving situation and will make adjustments to our protocols as directed by the CDC and AVMA.

As always, please reach out to us with any questions.

Sincerely,

The Doctors and Staff at Just Cats Clinic

