

Dear Just Cats Clinic Families,

Updated 4/29/2020

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.

We Are Offering Telemedicine Appointments

1. Utilizing our PetDesk app.
2. To download and sign in you will need to use the email address we have on file for you.
3. By Virginia law, we have to have done a physical exam on your cat within the last 12 months in order to provide a telemedicine appointment.
4. Types of appointments that work as telemedicine consults: medication management questions, chronic disease management, skin problems, and behavior problems.
5. If your cat is acutely ill or painful, please do not schedule a telemedicine consult. Instead, call our office to schedule a curbside appointment.

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 the PetDesk app to do video conferencing for the exam so you can fully participate in your cat's visit. To access PetDesk, you will need to use the email we have on file for you and have the app installed on your phone.
5. If you prefer, we can do everything over the phone.
6. 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

