

COVID-19

Client update

In response to the COVID Level 3 & 4 restrictions, Totally Vets and Tararua Veterinary Services are essential suppliers of veterinary services. We are open but we are operating differently.

From 8 am Wednesday 25 March we will be increasing our procedures around physical distancing while at the same time providing services and products that are essential for your operation or pet.

As access into our clinics will be monitored and controlled, we ask that all visits are pre-arranged by phone. During business hours, we will be taking telephone calls as usual and we can assemble essential supplies for you to collect as well as book appointments for specified services.

FARM ANIMAL CLIENTS

The Primary Sector is an essential service and we are continuing to provide:

1. Professional services on-farm
2. Essential animal health supplies including prescription medicines, drenches, dips etc
3. All emergency services and after-hours as current

Our team of large animal vets will be working remotely and in order to maintain physical distancing some of our work will require two of our people to attend a call. Our veterinary team are well connected to our clinics through our business software and by mobile phone/RT.

PETS AND PET SUPPLIES

We will be postponing all non-essential routine procedures for your pets; **we will call you to reschedule these**. We will be accepting bookings for:

1. A telemedicine consult
2. The treatment of illness and other essential medical conditions in clinic
3. Emergency surgeries
4. The primary vaccinations of pups and kittens, vaccinations which are essential to protecting the health of these young animals
5. Repeat annual vaccinations for leptospirosis and kennel cough in dogs and respiratory vaccinations for cats

Depending on demand we will prioritise cases; this may affect your appointment and we appreciate your understanding. When you arrive at the clinic please either call or come to clinic entrance without your pet. You will then be asked to either wait in your vehicle or in the waiting area until your pet can be seen. Please only one adult per pet.

For essential pet supplies such as food, flea and worm treatments please ring ahead to order these or order these by emailing us on admin@tv.co.nz.

EQUINE SERVICES AND SUPPLIES

We will be postponing all non-essential routine procedures for your horses; **we will call you to reschedule these**. We will be accepting bookings for:

1. Any essential animal health and welfare services
2. Essential animal health supplies including prescription medicines, drenches, etc
3. All emergency services and after-hours as current

Our equine vets will be working remotely and in order to maintain physical distancing some of our work will require two of our people to attend a call. Our veterinary team are well connected to our clinics through our business software and by mobile phone/RT.

IMPORTANT MATTERS

If you are unwell, in isolation or are in contact with a person in isolation but you need essential services or products, please call the clinic and we will do our best to assist.

We will be rigorous in physical distancing i.e. keeping a 2 m distance between people as well as our on-going sanitation of the clinic. For our people to provide essential veterinary services and supplies, they need to stay healthy; please cooperate fully with any directions or requests that our people may give.

As further updates may be required we will be making posts on our websites and Facebook pages.

Our very best wishes to you, your family and friends

The Team at Totally Vets and Tararua Veterinary Services

Healthy Animals, Healthy People, Healthy Communities

