



Addressing COVID-19 at SCVSEC

South Carolina Veterinary Specialists & Emergency Care has been committed to the healthcare needs of pets in our community for over 20 years. With these uncertain times upon us, that commitment has not changed. However, we must think about the health and safety of our staff and our pet parents, and therefore must make some changes to our normal workflow within the hospital. As the situation around the coronavirus (COVID-19) continues to evolve we will be closely monitoring the guidance from the Centers for Disease Control (CDC) and local authorities regarding the spread of the virus to ensure we are taking the appropriate precautions and actions to keep patients, clients, and employees healthy and safe. At this time, we have made the following changes:

- Emergency -

If you are coming in for an emergency and your pet is critical please call ahead at [803-561-0015](tel:803-561-0015) so that our team can be waiting for your arrival and act quickly to get your pet the care it needs. Critical patients will be taken directly to our treatment area by one of our staff members. Non-critical emergencies will be asked to use the below guidelines.

- Non Emergent / Appointments -

Upon arrival for either your scheduled appointment or for non-critical emergencies, we ask for you to not come into the lobby. Instead, please call [803-561-0015](tel:803-561-0015) to let us know you are outside in the parking lot. One of our client service representatives will assist you and alert the health care team of your arrival. You will be provided with information about the plan for your visit and have the opportunity to ask any questions at this time.

At your appointment time, a nurse will retrieve your pet from your vehicle. We ask that you remain in your car during the appointment and the treating doctor will call you via cell phone to discuss your pet, the healthcare plan and answer any of your questions.

- Visitation -

If your pet should require hospitalization we ask that you refrain from visitation for both your safety and the safety of our employees. We feel that this is the best way to limit exposure. We are happy to send you pictures of your pet while they are here with us. We understand that sometimes visits to our hospital are emotional and are made easier with the support of friends and family. Please consider limiting the number of people who come to these appointments with you.

CURBSIDE CHECK IN PROCESS

CALL US (803) 561-0015

24/7

Upon arrival, please call the above number. One of our staff members will come to greet you and retrieve your pet.

All triaging, treatment plans, consent, deposits and discharges will be discussed over the phone to limit interactions.