

Washington Crossing Animal Hospital

215-493-5986
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Washington Crossing Animal Hospital is committed to caring for our clients and patients throughout the ongoing COVID-19 pandemic. Our first priority is to provide medically necessary care for those patients who are sick or injured.

In the event non-essential businesses are asked to close for COVID-19 risk mitigation, the veterinary profession is advocating for veterinary hospitals to be considered essential businesses. To ensure that we protect our employees and clients, we are working within the CDC's guidelines to keep our clinic and staff free of COVID-19, and temporarily initiating a series of new policies.

Per CDC and Health Department recommendations we will not be shaking hands or hugging anyone to prevent viral transmission.

We have instructed our staff to not come to work if they or someone in their family is coughing, has a fever, or is sick in any way.

We recommend that clients consider their situation and plan for the potential of shortages including medications, supplies, and food. Please check expiration dates on your pet's products and plan accordingly.

Downloading the PetDesk app will simplify communication with our office. We know that cell service can be poor in the Crossing, if you need an internet connection to call us, our guest wifi password is **Guest1234**

Effective immediately:

1. Routine exams for healthy animals and elective procedures may be scheduled once the pandemic has subsided.
2. The only vaccine that legally cannot be allowed to become overdue is the rabies. **The rabies vaccine will be provided as needed.**
3. If you need prescription medication or food, please use the PetDesk app or call ahead to request medication or food refills. We will contact you when your order is ready. Please call the office at 215-493-5986 when you arrive to pick up your order, a team member will deliver your products to your vehicle, payment can be made by phone.
4. In order to provide social distancing for our staff and clients, our front door will be locked. All clients should wait in their vehicle with their pets, until a team member escorts them into an exam room for treatment. Please knock or call 215-493-5986 when you arrive, we will invite you in as soon as your exam room and doctor are available. **A maximum of 1 client is allowed in the hospital with each pet.**
5. **It is always your option to wait in your vehicle while your pet is being treated if you prefer to limit your exposure further.**

6. The majority of treatments and diagnostics will take place in the treatment area to reduce exposure of our staff. Please understand this is for the health and safety of both our staff and our clients.
7. We will not be scheduling appointments for nail trims and routine anal sac expressions for the next 14 days.
8. If you or a member of your household are sick with COVID-19 and your pet requires care, please call so the doctor can assess the pet's condition and needs. If the doctor determines the pet requires in person care, please have someone outside your household present the patient for care.
9. If you have traveled to a level 2 or 3 region within 14 days, please reschedule your appointment, or have someone outside of your household bring your pet to the appointment.

Our goal is to continue to provide excellent care for your precious pets, and in order to do so, we need to stay healthy. We work very closely with each other and your pets. Illnesses can spread easily in this environment. Pets can be contaminated with virus particles and serve as a fomite (essentially a contaminated surface) in the spread.

10. We will allow same day cancellations with no penalties until the threat of COVID-19 has resolved.

Please be patient while we schedule appointments, during our check in/out procedures, and while waiting for an exam room. Taking the necessary precautions between clients and patients will require more time. We will be adjusting our scheduling accordingly.

If you have any questions about your visit or your pet, we are always available by phone or email to answer your questions.

We appreciate your understanding and cooperation. It is because we care so much about our entire WCAH family that we are taking this so seriously and making no exceptions.

The role that animals play in the spread of this virus is still unknown. To date, there is no evidence that cats and dogs can contract COVID-19. Pets can, however, serve as a source of the infection because they can be contaminated with the virus particles on their fur. For reliable and up-to-date information, please read:

Title: COVID-19 FAQ for Pet Owners

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Web Page: <https://veterinarypartner.vin.com/default.aspx?pid=19239&id=9548687>

Note: When you visit the above link, you will see the complete text of the article including images, handouts and/or links to related articles.

Description: The illness caused by SARS-CoV-2 is coronavirus disease 2019 (COVID-19).