



VIRGINIA-MARYLAND COLLEGE
OF VETERINARY MEDICINE

Veterinary Teaching Hospital
205 Duck Pond Drive
Blacksburg, VA 24061
540-231-4621 | vetmed.vt.edu/vth

Client Script for Clinician Approved Cases: College of Veterinary Medicine or Referral Facility

Disclaimer: This Emergency Operating Procedure (EOP) was developed based on a compilation of best available information, knowledge, experience, and veterinary medical practices to provide guidance to Virginia Tech's Veterinary Teaching Hospital (VTH) staff in performing the activities defined herein. For non-VTH users, this document should be considered as a reference and used as suggested guidance. The VTH has made every attempt to present the information in a clear and concise manner for a variety of users. However, the VTH and Virginia Tech are not responsible for the misuse or misinterpretation of the information presented herein. Under no circumstances shall the VTH or Virginia Tech be liable for any actions taken or omissions made by non-VTH users of this document.

Directions: To be read by the service clinician on duty after consultation with the client. Please read this verbatim. Do not paraphrase or summarize when reading this document to clients. Please adhere to the script.

“Due to the recent events surrounding the concerns of COVID-19 (Coronavirus), the Veterinary Teaching Hospital will be operating on an emergency basis only. In order to limit traffic in the hospital, clients may only bring patients to the Veterinary Teaching Hospital after the veterinarian on duty determines that the patient may be experiencing a medical emergency and approves your case. Although we have approved you to come to the hospital with your animal, approval to come to the Veterinary Teaching Hospital does not guarantee that your animal will be treated and/or admitted to the hospital.

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Please note that we are not permitting clients into the hospital or common areas. This means you will not be able to enter the hospital in order to accompany your animal during its assessment. If your animal is admitted, you will not be able to visit, and if you elect to euthanize your animal, you will not be permitted to be with your animal during the procedure.

When you arrive, special procedures will be in place. I am going to read you a list of instructions. Please listen carefully. I can wait if you need a moment to get a pen and paper.

1. Bring a charged cell phone.
2. When you arrive at the hospital, the doors to the hospital will be locked. Remain in your car and call our front desk to let us know you have arrived. I am going to read you our phone number. Please write it down. (540-231-4621).
3. We will notify you via phone when a member of our care team is able to bring your animal into the hospital. We will provide you instructions on where to take your animal to meet the care team member.
4. When the care team member approaches you, be aware that for your protection as well as our own, the care team may be wearing personal protective equipment, which may include gloves, a mask, and a disposable hospital gown. Members of our care team have been trained to maintain a distance 3 feet from you and to limit face-to-face contact time to 30 seconds. Please do not engage the personnel in conversation. If you are engaging personnel in conversation, they have been instructed to leave and return to the hospital.
5. Once your patient is inside the hospital, a member of the care team will call your cell phone to get a health history and potentially discuss treatment options. At the time of discharge, payments and deposits can be made via credit card or ecommerce and will be accepted over the phone or online. If neither are possible, we can accept cash or check but advance arrangements must be made with the Billing Office.
6. Please be aware that you will not be permitted to see the veterinarian or talk to hospital personnel face to face.

Thank you for your cooperation and understanding as we work to protect the health of our clients, staff, students, and faculty. I can answer any questions at this time.”

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