



Top Tips for Navigating COVID-19

1. **Limit client time in hospital** by using technology such as Skype, email, and texting.
2. **Offer consultations through telemedicine.** The use of a TeleMed app allows for secured payment.
3. **Provide online check-in through your website** as well as curbside drop-off and check-in.
4. **Offer curbside services** when possible for services such as toenail trims and other tech calls.
5. **Encourage clients to use your online store** for their pet's nutritional, prescription, and prevention needs.
6. **Call clients that have a senior discount** in your system or who you know to have cancer or a compromised immune system. Send out a courtesy call and email to offer them assistance explaining curbside drop-off.
7. **Get training on new initiatives that are difficult to schedule during the busy season.** Utilize any down time to develop your staff. Push for your team to complete their CE during this time to minimize time off requests later in the year.
8. **Schedule vendors for remote lunch and learns or virtual vendor visits like Trupanion offers.** Staff at home can also join for those things that we always run out of time for.
9. **Encourage staff to brainstorm** ways to demonstrate your core values and support the community.
10. **Make sure you have new, easy ways to pay** that are low to no touch: Apple Pay / PayPal / Venmo.

ADDITIONAL RESOURCES:

NOMV: <https://www.nomv.org/>

MightyVet: <https://mightyvet.org/>

AVMA COVID-19 Information: <https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19>

AVMA Guidance for Telemedicine: <https://www.avma.org/telemedicine>

Existing NASPHV Recommendations for Protecting Yourself and Your Staff from Zoonotic Disease:
<http://nasphv.org/Documents/VeterinaryStandardPrecautions.pdf>