

NTU VTH COVID-19 Safety Procedures for Equine Appointments:

1. Clients: You must provide a working cell number when making an appointment for your pet. Staff will use this number to give you a reminder call prior to your appointment. Bring this cell phone during your appointment for communication with the staff.
2. Clients: You must pay for veterinary services with a credit or debit card; cash and money order will not be accepted. This is to minimize contact with staff.
3. Clients: Please wear a face mask over the nose and mouth and maintain physical distancing of at least 13 feet from others while on the Veterinary property including when you unload and load your horse(s) from and into the trailer.
4. Clients: Call the main clinic number (505-786-4150) to notify staff of your arrival for your appointment. Stay in your vehicle except when instructed to unload and load your horse(s).
5. The patient intake form will be completed by a staff member over the telephone. A staff member will call you to obtain necessary information regarding the visit and veterinary services, to obtain client and patient information, to ask reason for the visit and to ask patient medical history questions.
6. Clients: Unload the horse(s) and tie to the trailer. Clients are asked to remain in their vehicle thereafter. A staff member or student will take your horse(s) for the veterinary services.
7. Clients: You may be asked to drop off your animal for several hours then return at a certain time to pick up; if not, please wait until services are completed.
8. Clients: Pay for veterinary services over the telephone immediately following services.
9. Clients: Discharge instructions will be given over the telephone by a staff member.
10. Clients: A copy of the discharge instructions, patient medications, and completed next appointment card (if any) will be left on the picnic table in front of the clinic entrance for you to pick up.
11. Clients: Following services and payment: the horse(s) will be tied to the trailer for loading.
12. Clients: Thank you for your patience and understanding amid the COVID-19 pandemic.
13. **Clients: Please stay home if you feel sick. Call us right away to reschedule your appointment if you suddenly feel sick.**