



We at Southern Cross Veterinary Clinic are continuing to provide you with the best companion animal medical and surgical care for your pet. During this Coronavirus pandemic we have put protocols in place to protect you and our staff. We would like to remind you of what to expect.

Opening Hours

We are open as follows:

Monday - Friday: 08:00 - 18:00;
Saturday: 08:00 - 13:00;
Sunday & Public Holidays: 10:00 - 12:00.

Call 041 3734243 during working hours if you need us.

One of our vets will also be on call after hours on 082 874 2305.

General

- Everyone must wear a face mask as per government regulations. If you do not have a face mask one can be provided at your own cost.
- On arriving at the practice please phone reception and remain in your car. A staff member will assist you at your car, collecting your pet if necessary, or delivering stock.
- A daily register is being kept of all visitors to the practice. You will be required to provide your details even if you do not enter the building and are assisted in the car park.
- Please maintain a distance of 2m from our staff and other clients during your visit. If you are unable to maintain this distance, please ensure that you wash your hands with soap and water for 20 seconds or sanitise your hands with an alcohol based hand sanitiser afterwards.
- Unless absolutely necessary you should not enter the practice, but rather remain in your car during your visit.
 - If a staff member thinks it is necessary for you to enter the practice, then only one person per patient may enter the building. This person must be wearing a face mask covering both mouth and nose, and be healthy.
 - Everyone entering the practice will be required to use the alcohol based hand sanitiser provided.
 - No more than two people will be allowed into the reception area or shop at any given time.
- A portable card machine and a pen will be taken to your car for payment. These are cleaned thoroughly after each use.

Appointments & Surgery

- We are operating strictly by appointment only. Please call 041 3734243 during working hours to make an appointment.
- We are able to provide routine procedures such as all vaccinations, sterilisations, surgical procedures, pain management, dentals, microchips, anal gland expressions and pedicures.
- Unfortunately, visiting your pet in the hospital is not allowed at this time.

Food, Products & Chronic Medication

- We encourage you to phone or email (scvc@corpdiel.co.za) your order in advance for food, products, or chronic medication, so we can have it ready for collection. In order to minimise your time at the practice and contact with our staff we would be grateful if you made payment via EFT prior to collection.
- We continue to offer a delivery service; you can place your order by phone or email. Proof of payment is required prior to delivery.

We thank you for your patience and understanding. Your cooperation is deeply appreciated. We trust that together, with our own staff protocols, these measures will keep you and our staff healthy, so we can continue to help and be of service.