



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

Monday - Friday:	08:00 - 18:00;	Call 041 3734243 during working hours if you need us.
Saturday:	08:00 - 13:00;	One of our vets will also be on call after hours on 082 874 2305.
Sunday & Public Holidays:	10:00 - 12:00.	

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, if you would prefer not to enter the practice, 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.
- No more than 5 people (Monday-Saturday) and 2 people (Sundays/Public Holidays) will be allowed into the practice at any given time. Please take a clothes peg from the bowl of disinfectant at the door and return it on leaving. If there are no pegs, then please wait outside until a person leaves the practice.
 - 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.
- The card machines 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 can provide routine procedures such as all vaccinations, sterilisations, surgical procedures, pain management, acupuncture, laser therapy, dentals, microchips, anal gland expression 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. 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.