



OVERTON VETERINARY SERVICES

75348 Road 440 • Lexington, NE 68850
Phone: 308-324-7202 • Fax: 308-324-7203

VETERINARIANS Roy Gehrt • Lance Kizer • John Lawton
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OVS COVID-19 UPDATE

With the continued spread of the Coronavirus and the new guidelines issued by the CDC and the governor of Nebraska, we have recommendations in our own practice to do our part in minimizing the spread of the novel COVID-19 virus. Our goal is to protect our clients and employees while continuing to provide quality care for our patients.

- Boarding will remain open. However, we ask that you use the *Kennel Process* (described below) to drop off your pet and especially urge its use when picking up as lodging often coincides with travel.
- Our small animal veterinary services remain available. However, waiting in the lobby requires longer contact time with potentially larger groups than what is recommended, and exam room contact is closer than the recommend 6 feet of social distancing. Therefore, we urge clients to stay in their cars and take advantage of the *Kennel Drop Off Process* (described below).
- We have the availability of drop off examinations, and encourage clients to use this process when possible. This means leaving your pet with us during the day to be examined, then receiving a phone call after the exam for further testing and treatment recommendations. For drop offs, we are also encouraging the use of the *Kennel Drop Off Process*.
- To pick up food or medicine, please call from the car and we will bring it out to you. We are also offering delivery to your home within 15 miles of OVS.
- At this time, we are not preventing clients from entering our facility. Those who feel the need to be in with their pet during the exam may do so. However, for your protection and the protection of our staff, we ask you use the *Kennel Drop Off Process* when possible. If you feel sick or have had contact with people who are, do not enter the facility.

Kennel Drop Off Process

- Upon arrival, please call from your car. The receptionists will check you in over the phone.





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- An OVS employee will direct you to enter in to our Kennel area where you can drop off your pet into an open Kennel. We will then be able to minimize contact and pick your pet up in the Kennel to perform the needed service.
- For a scheduled exam, please wait in the car. After examining your pet, the doctor will call you from the exam room. At the conclusion of the exam, vaccinations, and any agreed upon testing, the pet will be brought back to the Kennel area to be picked up.
- For a surgery, drop off exam, lodging, or grooming, you are free to leave the parking lot after we get the pet, then return at the advised time to pick up.
- Pick up will also be done with a phone call. We will bring the pet to the Kennel area for you to pick them up.
- Payment will be easiest with a credit card. We do not have wireless terminals, so we will have to take your card back into the building briefly, or take numbers over the phone. Clients using a debit card that needs a PIN will need to come in to complete the transaction. Cash is still an option. You also have the option of paying online at www.overtonvet.com.

We will continue to offer Large Animal Services both on site and at the clinic. We ask that all Large Animal clients please call the front office to inform our receptionist when you arrive so that we can help facility animal movement with the least amount of personal contact as possible.

