

### What do I do if my pet needs their medical prescription?

If you have a pet that is on medication, please call to order this. If your pet is not due a prescription check then it is likely we will be able to put your request through. Once the vet has checked your prescription, you will have the option to collect it directly from the practice. We are operating a 'drive by' system where a time slot will be arranged for one of our nurses to bring the medication in a bag to your car whilst observing social distancing as advised by the government.

A second option is that we can post the medications to you for a small charge. The charge will depend on the package size.

The third option is that we can deliver the medication to you for a fee (depending on distance from the practice). We would agree a time slot and then leave the medication on your doorstep and observe that you have collected the medications before driving away.

### What if my pet's prescription check is due?

Depending on what medication the pet is on may influence whether we can defer the check by 1 month and then review where the 'lock down' situation is. It may be that this option is not appropriate. We will then offer a chargeable video or phone prescription check.

Some patients require a blood test as part of their prescription check. For these patients the phone option will not be appropriate. We will then offer you a 'clientless consult'. An appointment time will be arranged for you to come to the practice and wait outside or in your car. Your pet will be collected from you and taken to a consult room where the vet will perform a health check and take a blood sample. The vet or nurse will then call you with the results and bring your pet back to you with any medications prescribed.

### What if my pet's prescription is deemed preventative rather than essential e.g. flea and worm treatment?

We recognise how important it is that your pet receives their flea and worm treatment to stay parasite free. If your pet is due, please call the practice to order it and we will give you the options of delivery or postage both of which may incur a small charge. If you happen to need medication or food at the same time, the flea and worm can be collected alongside and you will have the options listed above, see 'What do I do if my pet needs their medical prescription?'.  
**prescription?.**