



EMERGENCY PARASITE PREVENTION DISPENSING PROTOCOL IN EFFECT

IMPORTANT INFORMATION TO OUR VALUED CLIENTS of MOUNTAIN VISTA VETERINARY HOSPITAL

Under directive from our licensing body and public health, we have protocols in place to make sure our patients will have easy access to their prescription parasite prevention medications. We are entering parasite season and this is the time that we recommend Heartworm/Lyme disease screening and bringing your pet in for their Pet Spring Pet Tune-Up. For the health and safety of our staff and clients, and to limit social interactions, we are delaying routine parasite screening and wellness testing to a future date. It is vitally important, however, that we get our patients started on their parasite prevention medications in order to keep them healthy during this time. For this reason, we have the following put in place:

1. We are recommending an all-in-one parasite preventative this year that covers all important parasites in our region, including ticks which is important to help prevent Lyme disease. This is just easy! We will still however, gear the right product to the patient and the owner's preference but be aware that special requests may take a little longer for us to get in due to delays in shipping. At this time, our all-in-on product is fully stocked at our hospital and there are rebate programs that will help you save money which we will give you information on when you pick up the medication.
2. At this time we ARE NOT requiring pets to come in or have a heartworm/Lyme disease blood test prior to dispensing. As long as we have seen your pet in our clinic within the last 16 months, we will dispense their medication.
3. We will require pre-payment with a credit card over the phone and will dispense the product in dispensing bins outside of our hospital. Products must be picked up during operating business hours. No products will be left in the bins overnight. If you are quarantined within your home, for a nominal fee, we will provide delivery. Call the hospital for details.
4. You will be asked some questions before the products will be dispensed. Patients that are unwell should set up a consultation through our telehealth service.

5. What if I have not visited the hospital with my pet in the last 16 months or if I am a new client? We will need to set up an appropriate veterinary-patient-client relationship which can be done either with our telehealth phone consultation service or video consultation. We can not do this with a text but are happy to answer any general parasite concerns you may have with our texting service.

6. Without performing testing before dispensing products, there are some risks you must be aware of. First, if your pet already has heartworm disease or Lyme disease, these products will not cure the disease. Second, without a negative heartworm test prior to starting prevention, drug companies may not help out with costs of treatment should your pet develop heartworm disease while on the product.

7. Once we are through all of this, we will contact clients to have their pets come in for wellness testing! We foresee extending our Pet Spring Tune-Up Promotion so that pet owners can still benefit from the savings.

8. Don't forget our feline friends! The risk of fleas and ticks are there for them as well. Even indoor kitties need protection.

Please call the office to arrange to have your pet's parasite prevention medications picked up today. These are unprecedented times and our goal is to ensure the continued care of our veterinary patients.

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