

## Coronavirus Disease (COVID-19) Update

At GCVS, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open 24/7 for emergencies and continue uninterrupted specialty care during normal business hours. As always, we are committed to our patients and focused on delivering the high-quality care you expect from GCVS.

**At this time, pet owners will be provided with the option to enter the hospital for initial visit appointments (1 person preferred, 2 people maximum). Clients must pass pre-screening at the time of scheduling and follow all posted guidelines, including the use of a face mask at all times. Note: We will continue to offer convenient, curbside service for clients who prefer not to enter the hospital.**

**If your pet has been referred to GCVS or is experiencing an emergency, please call GCVS (713-693-1111) prior to your arrival and we will provide you with detailed instructions.**

Inside our hospital, we are taking additional steps to keep patients, clients, and employees healthy and safe.

- We require the use of a face mask or other covering of the mouth and nose for all individuals.
- We limit the number of clients in the lobby. If clients need to wait in the lobby for an extended period, we kindly ask that they wait in their vehicle or off-site.
- All person-to-person physical contact is limited, and appropriate social distancing measures are followed.
- We have increased the frequency of cleaning and disinfecting of exam rooms and all high touch surfaces throughout our facility with a hydrolyzed peroxide disinfectant cleaning agent (99% effective in 5 minutes).
- All CDC guidelines are being closely followed by our team.
- GCVS is equipped with state-of-the-art circulation systems, identical to those found in human hospitals, which use a high-efficiency (HEPA) filter to circulate the air and remove more than 99% of airborne particles. Our air handling systems use 100% outside air and do not recirculate air within the building.

We are continuing to monitor the guidance of the World Health Organization, Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate.

Please do not hesitate to reach out to me or any one of our staff members should you have any questions.



Brian E. Harnish  
Hospital Director, Gulf Coast Veterinary Specialists