

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 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. 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. We will continue to offer contactless curbside check-in for clients who prefer not to enter the hospital. [Click here](#) to view a video that demonstrates our curbside check-in process.

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. [Click here](#) to learn more about our updated protocols.

Inside our hospital, we have taken additional steps to keep patients, clients, and our team healthy and safe.

- The use of a face mask covering both nose and mouth is required at all times.
- Plexiglass shields have been installed at our reception desks. Floor decals and ample instructional signage have been added throughout the hospital.
- Each patient may be accompanied by no more than two guests.
- We ask that all clients maintain proper social distancing practices by keeping 6-feet of space from others.
- Clients needing to wait in the lobby for an extended period may be asked to wait in their vehicle or off-site.
- Patient exams will be performed in our treatment area to avoid prolonged contact time between doctors and clients in exam rooms.
- We have continued the frequent cleaning and disinfecting of exam rooms and all high touch surfaces with a hydrolyzed peroxide disinfectant cleaning agent (99% effective in 5 minutes).
- Visitation of hospitalized patients will be limited to once per day, with a maximum of two visitors at a time.

All GCVS departments are fully operational and accepting new patients.

We are continuing to monitor the guidance of the Centers for Disease Control and local authorities 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
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