

In-Person Appointment Policies

As our state continues to re-open, we are excited to begin welcoming you and your pets back into our hospital. Please understand that the following protocols have been put in place by hospital management to ensure both you and our staff's safety as we continue to do our part to stop the spread of COVID-19. If you are joining us for your pet's appointment, please know that these policies will be strictly enforced.

1. Please visit our website, www.bridgewatervet.com and fill out the COVID-19 Health Questionnaire prior to your appointment. This form can be found in under the Client Resources tab on our Home Page and can be directly submitted back to us from the website. This form must be completed in order to enter the building.
- 2.) Only clients who have a scheduled appointment with one of our veterinarians will be permitted to accompany their pet into the hospital. Nurse and grooming appointments, medication and food pick-ups, and surgical admissions and discharges will remain as Curbside Only.
- 3.) ONE family member will be permitted into the hospital per appointment with your pet. Children and additional family members will unfortunately not be granted entry at this time.
- 4.) Masks and/or facial coverings MUST be worn at all times while in the hospital. Your mouth and nose MUST remain covered for the entire appointment.
- 5.) Please call us at 908-704-6700 when you arrive for your appointment. Our reception staff will begin the check-in process over the phone and will notify you when it is time to enter the building.
- 6.) All clients and staff will have their temperature taken prior to entering the building. Anyone with a temperature of 100.4 degrees or higher will not be permitted to enter and their appointment will be rescheduled accordingly.
- 7.) All clients will be expected to use the hand sanitizer provided by BVH upon entering the hospital.
- 8.) Seating for the hospital lobby, exam rooms and reception stations will be clearly marked to ensure compliance with social distancing guidelines. Clients will be escorted by a staff member to each of these locations and must remain in their designated seats until instructed to do otherwise.
- 9.) The number of clients permitted into the hospital at one time will be significantly limited to comply with social distancing requirements. Because of this, you may be asked to return to your car to await the completion of your appointment in order for others to gain entry.

Please know that Bridgewater Veterinary Hospital reserves the right to modify or refuse service(s) to any client unwilling to follow these guidelines.

We feel very fortunate to have been able to remain fully functional throughout the pandemic. It is our hope that by following these guidelines, we may all be able to ensure that BVH, our staff and our clients remain safe and healthy. We hope to continue to provide excellent care and compassionate service to you and your pets, and we look forward to seeing you soon!