



## SAFE PRACTICE PROTOCOL FOR BARN VISITS

The current COVID-19 pandemic is forcing us to transform the way in which we interact with our clients and care for our equine patients. Even during this time of uncertainty, however, we remain wholly committed to providing you with superior veterinary service.

Please review our updated *on-site visitation protocol* prior to our upcoming appointment:

- **General Precautions:** It is important that you review **WHO's advice** for protecting yourself and others: Wash your hands frequently with soap and/or alcohol-based sanitizers; avoid touching your eyes, nose, and mouth; cover your mouth or nose when you sneeze or cough; and maintain distance between yourself and anyone who is coughing or sneezing. Of course, if you have a fever, cough, or difficulty breathing yourself, seek medical attention as soon as possible.
- **Code of Conduct During the Appointment:** Please schedule as few people to be present as possible. At the risk of appearing impolite, all individuals should remain a minimum of 6 to 10 feet apart during the entirety of the visit. Please no handshaking or other forms of direct contact. Also, avoid touching any veterinary equipment or supplies that we utilize on behalf of your horse.
- **Not Feeling Well?** In the event that you're feeling ill, please assign another individual (such as your trainer) to meet us. If you must be present, notify our office so that we may reschedule the visit.
- **The Addition of Remote Services.** We are proud to announce that we are now offering equine telehealth services to our clientele. This means that you will be able to instantly solicit our assessment whenever you want... right from your smartphone. It also means that we will be able to evaluate your horse on a continuous (rather than an episodic) basis. This permits us to stay ahead of problems that might develop with your horse(s) and is not restricted by social distancing. In the end, our administration of telemedicine will help your horses stay happier and healthier for longer. It will also help to protect all of us during the COVID-19 pandemic.

To sign-up for our telemedical service, please [visit GetSound.com](https://www.getsound.com):

1. Once registered, you can update your profile and add all of your horses to your account: this will streamline future communications with us and enable us to track of each of your horse's veterinary care independently.
2. Download the GetSound® App, which is available both in the [App Store](#) (iOS) and on [Google Play](#) (Android).
3. In your profile, add us as your PRIMARY VETERINARIAN and include us in your list of FAVORITES.
4. Please [Contact GetSound®](#) directly if you have any questions or require assistance.
5. The GetSound® App and your GetSound™ membership are FREE; there are no up-front or subscription fees.

Thank you for your understanding and patience with us during this unprecedented time.

**The AEC Staff**