

COVID - 19 UPDATE 11/24/2020

Attention Loyal Mountainside Clients

Effective Friday November 27, 2020 we will be returning to curbside service only.

For the safety of our staff, clients, and community,

NO PEOPLE ARE ALLOWED TO ENTER THE BUILDING.

(Pets are welcome!)

Our patient protocol is as follows:

- 1) Upon arrival in our parking lot, please remain in your vehicle with your pet.
- 2) Please call our hospital at **410-833-8085** to notify us that you arrived and your parking spot number. We will get a history of your pet's health and ask you a few COVID questions.
- 3) A technician will come to the vehicle to bring your pet into the hospital for the Doctor to examine.
- 4) **PLEASE BE AVAILABLE BY CELL PHONE DURING THE ENTIRE VISIT.** The doctor will be calling you while examining your pet to discuss questions, concerns, and recommended treatment plans. **WE WILL GIVE YOU A LIST OF PHONE NUMBERS THE DOCTOR MAY CALL YOU FROM. PLEASE ANSWER ANY CALLS FROM THESE NUMBERS.**
- 5) Verbal consent for treatment and any outpatient estimates will be authorized over the phone. This will be done by both a Customer Service Representative & Technician or a Doctor.
- 6) A Customer Service Representative will obtain payment information via phone and a receipt will be sent to you via email.
- 7) A technician will return your pet along with any medications needed.

This protocol will be in place until further notice.

Thank you for keeping all your pets and loved ones safe!