

COVID-19 UPDATE - 03/18/2020

For the safety of our staff, clients and community the building is closed to the public.

WE WILL STILL BE ABLE TO TAKE CARE OF YOUR PETS!!

Effective March 18, 2020 at 8:00AM we will be changing our patient intake protocol for all non-emergency appointments. In the interest of public health, we kindly ask you to wait in your vehicle and call us at **410-833-8085**

Our scheduled appointment/procedure patient intake protocol is as follows:

- 1) Upon arrival in our parking lot, please remain in your vehicle with your pet.
- 2) Please call our main hospital number **410-833-8085** to notify us that you are here and to give a description of your vehicle.
- 3) A technician will come out to your vehicle to get a brief history. They will then take your pet into the hospital for examination.
- 4) Once your pet has been examined by the doctor, you will receive a phone call from the doctor to discuss questions, concerns, recommendations and treatment plans.
- 5) Verbal consent for treatment and any outpatient estimates will be authorized over the phone.
- 6) A CSR will then obtain payment information via phone and an invoice will be sent to you via email.
- 7) A technician or CSR will return your pet along with any medications needed.

*****ALL DOGS MUST BE LEASHED AND ALL CATS MUST BE IN A CARRIER*****