

COVID - 19 UPDATE 05/05/2021

Attention Loyal Mountainside Clients

Effective Monday, May 3, 2021

ONE Client May Accompany Their Pet into The Building.

Revised intake 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 related questions.
- 3) A technician will come to the vehicle to escort you and your pet into the hospital. We kindly ask that only one person accompany each appointment.
- 4) If you request, you may still have a Curbside Appointment. (Curbside means you stay in the car and the doctor will call you while examining your pet to discuss questions, concerns, and recommended treatment plans).

Per Maryland Governor's Executive Order,
you are required: to wear a face covering that fully covers your nose and mouth, while in and around the building.

This protocol will be in place until further notice.

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