



Dear Clients,

The health and well-being of your pet is our top priority. As news of the coronavirus (COVID-19) in our community continues to develop, we are monitoring the situation closely.

**At this time, our clinic remains open and is operating under regular business hours.**

While the CDC and other health authorities have indicated that dogs, cats, and other domestic animals [are not considered at risk](#) for contracting COVID-19, **we are taking extra precautions to ensure the health and safety of humans within our facilities**— notably our clients and staff.

**If you are ill or experiencing flu-like symptoms and have an upcoming non-life threatening appointment, we kindly ask that you call us to reschedule.**

**If you are healthy with no signs of illness**, please bring your animal to our hospital and practice social distancing including no physical touching, appropriate hand washing and keeping 6-10 feet of distance from others in the clinic. Please call the hospital when you arrive at our hospital and remain in your vehicle with your animal.

**If your pet requires urgent care or has a medical emergency, and you are ill**, please arrange for a trusted friend, neighbor, or healthy family member to transport your pet to our hospital. If you call ahead, we will gladly accommodate your representative and make appropriate arrangements.

**If you do not have a trusted friend, neighbor, or healthy family member to transport your pet, please call us when you arrive at our hospital and remain in your vehicle with your animal.**

- Our team will discuss your needs by phone when you arrive. At the end of the phone conversation, a member of our team will come to the parking lot to bring your animal into the building for evaluation.
- After the medical team evaluates your animal, you will receive a phone call to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call.
- Updates will be given via phone by our medical team.
- Once the care of your animal is complete, the discharge process will be discussed and any remaining balance will be collected prior to the discharge of your animal from the hospital.

Out of an abundance of caution, we've implemented this request so we can continue caring for your pets while protecting the health of our caregivers.

For more information and health guidance regarding COVID-19, please visit the [CDC](#) or [WHO](#) websites.  
For additional questions, please contact us at the hospital directly.

Thank you for your patience and cooperation. We look forward to seeing you and your pet soon.

The team at,

AVIM&O

Annapolis, Towson & Columbia