

Dear Pet Parents,

In response to Maryland's Stay At Home Order, and in the very real interest of keeping everyone safe, we are changing our hospital hours. Beginning Monday April 6, we will be open the following days and times until further notice:

Monday and Friday, 8am - 2pm

Tuesday and Thursday, 8am - 7pm

Wednesday and Saturday, CLOSED

If you have an upcoming appointment during a time that we will be closed, and we haven't contacted you already, please call us to reschedule.

In an effort to keep our Health Care Team safe while continuing to provide exceptional patient care, we are taking additional precautions to mitigate potential exposure by practicing "curbside concierge service." Here are a few important reminders for you and your pets during this time:

- **Upon arrival, remain in your car with your pet.** Call us and a member of our nursing team will come to bring your pet inside. After examination, we'll call you with findings and treatment recommendations. Upon your verbal approval, we'll treat your pet and take your credit card payment by phone. Then we'll bring your pet back to your vehicle.
- Don't forget to order your pet's prescriptions, pet food and other products. You may want to order a longer supply than usual. **Please allow two days for approval and/or prescription refills.**
- All scheduled procedures requiring anesthesia are considered non-elective and essential to your pet's well-being. **Upon arrival for hospital admittance for these procedures, remain in your car with your pet.** Call us and Donna, our surgical nurse, will come to bring your pet inside.
- Rabies and Leptospirosis are both zoonotic diseases that can be transmitted to people. In order to prevent another public health hazard during this current pandemic, the State Veterinary Board and the Maryland Department of Health consider keeping animals up to date on Rabies and Leptospirosis (Lepto) vaccinations an essential service. **Please ensure that your pet is current on these specific vaccines.** Call us if you are not sure; we can check their medical history.
- There is no evidence at this point to indicate that pets can spread COVID-19 to other animals, including people. Although there have not been reports of pets becoming sick with COVID-19, out of an abundance of caution, the AVMA recommends that **those ill with COVID-19 limit contact with animals until more information is known about the virus.** Have another member of your household take care of walking, feeding, and playing with your pet. If you have a service animal or you must care for your pet, then wear a facemask; don't share food, kiss, or hug them; and wash your hands before and after any contact with them.

Thank you, in advance, for your patience during these unusual and extraordinary times. Our goal is the health and well-being of our entire HVH Family – our team members, clients and patients. We promise to keep communicating with you, as the situation remains fluid and we make best practice decisions daily, sometimes hourly.

Please note that we are financially compensating our health care team members during the times that we are closed due to COVID-19 restrictions. We know that our nurses, assistants, receptionists and doctors are the foundation of this practice. We couldn't do "what we do best" for your pets without them.

Remember, we are here for your pets. Please stay in your car for us!

Your Dedicated Health Care Team