

## **COVID-19 Drop-off Policy: Curbside Method**

If you are exhibiting flu-like symptoms (fever, cough, or shortness of breath), have tested positive for COVID-19, or have traveled internationally in the last 14 days or to an area in the U.S. with high incidence of COVID-19, prior to arrival, **please call the hospital to discuss the situation. If you are sick, we kindly ask that you have another person bring the pet into the hospital. We have additional procedures in place to ensure your pet receives the care it needs.**

*For clients who are not quarantined and do not have symptoms*

- When you arrive at the parking lot, please call our front desk at **301-637-3228**.
- Our customer service representative will ask you about your pet's symptoms. If we determine that the situation is critical, we will get your verbal authorization for emergency care.
- We will ask for your information, your pet's information, your vehicle make and model.
- Our technician will come to your vehicle and speak to you through the window (more than 6-foot distance) to confirm your information and inform you of the next steps. You will be instructed to either drop off your pet or stay in the car while your pet is being taken into the hospital for assessment.
- **For emergency and critical care patients**, we kindly ask that you remain on the premises (in your vehicle or outside the building) until a consultation is completed and a treatment plan has been developed.
- Using a disposable pen, you will be asked to sign the authorization to treat your pet.
- Your pet will be removed from your vehicle in a secured carrier or double-leashed. Please note that we currently are not accepting any personal pet items (toys, blankets, etc.) into the hospital.
- Our technician will take your pet into the main hospital for assessment.
- Your pet will be brought to the treatment area and assessed. We will determine if your pet needs to stay hospitalized for diagnostics or can be treated and released to you.
- Our medical team will call you with initial findings and secure authorization for diagnostics/treatment/hospitalization.
- Most estimates will be taken outside to be signed.
- Payment information will be taken over the phone via credit card and a receipt will be brought out to sign. If a different form of payment is needed, checks and cash will be handled with a glove and immediately placed into a lab bag. This bag will then be sprayed with disinfectant by the Associate before it is either processed or stored.
- Discharge instructions will be given over the phone to limit contact.