



COVID -19 Protocol Adjustments
EFFECTIVE MARCH 17 2020

At Pet Lovers Animal Hospital our highest priority is the health and well-being of our clients, patients, and staff. In order to continue providing our services we will be implementing the guidelines provided by the World Health Organization (WHO) & the Center for Disease Control (CDC). We encourage everyone to do their part.

- **We ask our clients not to enter the clinic and stay in their vehicle.**
- **Upon arrival please call us at (703) 691-2873**
 - **This includes picking up medication/ prescription food**
- **Our staff will come outside to admit the patient**
 - **Our staff will drop off medication/prescription food to your vehicle once payment has been done over the phone**
- **The doctor will call to review concerns with the owner, discuss medical history and review plan of treatment.**
- **Payment will be done over the phone via credit/debit card**
- **You will receive an invoice once the patient is returned to your vehicle or the invoice can be sent to the email on file**

Any pet owners who refuse to follow these protocols will be asked to reschedule to a future date when the guidelines are no longer in place.

We thank you for your understanding.
We will do our best to inform you as new changes occur.