

Important COVID -19 Protocol Updates EFFECTIVE February 01 2022

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 require all individuals, regardless of vaccination status, to wear a mask while inside our hospital.** Your safety and that of our team and the community remain our top priority.
- ❖ Due to limited space in our lobby and exam rooms, **only one family member per appointment will be permitted into our hospital at this time.**
- ❖ Pet owners have the option to enter our hospital and follow all posted guidelines.
 - When you arrive, please give us a call and wait in your car
 - We will give you a call once an exam room is ready for your appointment
 - Our front desk staff will escort you to an exam room at that time
- ❖ **Curbside services are still available!** We continue to offer convenient, curbside check-in for clients who prefer not to enter the hospital.
- ❖ Inside our hospitals, we have taken added steps to keep patients, clients, and our team healthy and safe.
- ❖ Upon arrival please call us at (703) 691-2873.
 - This includes picking up medication/ prescription food
- ❖ We will let you know when you can enter the hospital with your pet. Our front desk staff will escort you to an exam room at that time. If you feel more comfortable remaining in your car, we can continue with our curbside service and discuss findings/recommendations over the phone.

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.