

Arnold Veterinary Hospital

CoVID19 updates

As of 24 March 2020

As this pandemic continues to develop along with increasing Federal and State mandates, we will be implementing some additional operational changes effective immediately. We continue to be open to address any of your pet's health care needs. Our current CoVID Crisis hours are M-F 9AM to 5PM and SAT 9AM-2PM. Our goal is to continue to provide quality medical care for our pet community while keeping our clients and staff safe and healthy.

- The "Unattended Office visit/Exam". CDC, AVMA, Federal and State guidelines encourage us to aim for minimal to no Human-Human contact during any of our encounters. To that end, when you have an appointment please expect the following:
 - Please be prompt for your appointment time. We are running a schedule that allows only one client in the building at a time.
 - Please call the clinic at 410-757-7645 upon your arrival to the clinic and follow staff instructions. DO NOT ENTER THE BUILDING without staff direction.
 - You will enter the building and give your pet to the technician. Dogs MUST be on leash with an appropriately tight collar. The collar must be tight enough to NOT allow the dog to slip out. Cats MUST be in an operational, secure carrier. LEAVE YOUR CELL NUMBER WITH THE RECEPTIONIST.
 - After giving your pet to the technician, return to your vehicle to await a call from the Veterinarian to discuss your pet's needs, discuss any exam findings, answer any of your questions or concerns and to discuss any plan of action.
 - After speaking with the Veterinarian, you may be placed on hold or asked to wait for a second call, this time from reception, to address payment of professional fees. We are asking for Credit/Debit card payment only and for the transaction to occur over the phone. Receipts will be mailed (USPS), emailed, or delivered with any dispensed medications at the time of service.
- Medication refills, Written prescriptions, Food or Supplies. When you call the clinic requesting any of these services, we will attempt to complete that request, including payment, on the same phone call. Again, we are asking for payment in the form of a Credit/Debit card. When you arrive at the clinic please call the office, 410-757-7645, to alert the staff to your arrival. Please follow staff direction on how to pick up your request.

We appreciate all the care and concern that our clients are demonstrating for the welfare of everyone involved in their pet's health care needs. We will get through this together. If you have any questions, we will have a veterinarian in the building from 9AM to 5PM Mon-Fri and from 9AM-2PM on Sat to help you.

Be safe and be well,

Drs. Hemmer, Leigh and Mainardi along with the Staff of the Arnold Veterinary Hospital