



Dated: March 21, 2020

To Our Valued Clients,

**Subject: Temporary Changes to allow for Social Distancing as recommended by CDC due to COVID-19 pandemic**

As the situation with COVID-19 is so dynamic, we continue to make proactive decisions that are grounded in care for our patients, our clients, our communities and our team. Over the last week, as more communities, including the federal government, have called for increased social distancing and shelter-in-place mandates to help contain the virus, we want to play a constructive role by taking responsible actions, guided by the CDC and other experts.

As part of our effort to safeguard the wellness of our clients and our team, **beginning Monday, March 23rd**, we will be implementing the following:

- TEMPORARY CHANGE IN THE PATIENT INTAKE PROTOCOL:
  - Upon arrival Clients will call our main hospital number, 240-912-6144, to notify us that you are here. A receptionist/technician will obtain the information about the medical history and presenting complaint over the phone.
  - A technician will come to the client's vehicle or at the hospital entrance door and will bring the pet inside for evaluation.
  - Once the pet has been examined by one of our doctors, the client will receive a phone call to discuss recommendations and a treatment plan. Verbal consent for treatment and any estimates will be authorized over the phone.
  - A Receptionist will then obtain payment information via phone and an invoice and all discharge instructions will be sent to you via email.
  - A technician will return your pet to you along with any go home medications at the entrance door or your vehicle.

Neighborhood Veterinary Associates  
22750 NewCut Road, Unit D3  
Clarksburg, MD – 20871



- Please note clients can accompany their pet inside the hospital in special circumstances like euthanasia appointments or as deemed necessary by the veterinarian.
  
- TEMPORARY CHANGE IN THE PICK UP PROTOCOL FOR THE REFILL MEDICATION and PRESCRIPTION FOOD:
  - Upon arrival Clients will call our main hospital number, 240-912-6144, to notify us that you are here.
  - A receptionist will obtain the information about the refill medication and prescription food over the phone.
  - A receptionist will process the payment over the phone.
  - A receptionist will hand over the medication and prescription food at the entrance door.
  
- We will be TEMPORARILY CLOSED on SUNDAYS.
  
- We will utilize TELE OR VIDEO MEDICINE, whenever possible, at the discretion of the veterinarian.

Thanks for your cooperation during this difficult time.

Please feel free to call ([240-912-6144](tel:240-912-6144)) or email ([info@nva-clarksburg.com](mailto:info@nva-clarksburg.com)), if there are any questions.

Stay safe,

Neighborhood Veterinary Associates