



Dear Client,

At Lake Shore Pet Hospital, the health and safety of our patients, our clients, our team members and our community are our top priorities. Based on recent recommendations of the American Veterinary Medical Association (AVMA), effective immediately, we have decided to limit patient care to acutely ill animals and/or emergencies.

In order to continue offering our services and to keep within the recommendations and guidelines set by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) regarding the transmission of COVID-19, we are making the following changes to our client protocol today and lasting for as long as the recommendations are in place.

**\*\*\* NOTE: If pet owners refuse to follow these new protocols - they will be asked to reschedule for when the guidelines are no longer in place. \*\*\***

Our new client protocol is as follows:

1. In order to protect the safety of our team, our doctors and other clients, we must insist that **all clients showing signs of illness that can be associated with COVID-19 (cough, fever, etc) remain at home**. Please have a healthy family member or friend bring your pet to Lake Shore Pet Hospital.
2. **We are requesting that pet owners do not to enter the building**, in order to maintain the recommend 6 foot separation/contact distances recommended by the CDC.
3. **Prior to your appointment, please ensure that you have completed our [ONLINE REGISTRATION FORM](#)**. We request that all clients, new and recheck, complete this form.
4. When you arrive for your appointment, you should contact our office ([410-317-2028](tel:410-317-2028)) to alert our team that you have arrived and what type of vehicle you are in. **Please remain in your vehicle** and our staff will come to you to bring your pet in for his/her appointment.
5. **We ask that you remain on-site in your vehicle during your pet's appointment** so that you are immediately available should we have any questions and in order to return your pet as quickly as possible to reduce your pet's stress.
6. If any additional information is needed prior to performing our diagnostics, or any additional tests are needed beyond the examination, a team member or doctor will contact your via phone.
7. Once your pet has been fully evaluated, the doctor will contact you - via phone - to go over our findings, recommendations and answer any questions you may have. Your call will then be transferred to a client service representative that will collect payment via credit card over the phone. We ask that you please use credit or debit cards vs other payment types (cash or check) at this time.

8. A complete copy of your pet's medical record and client education materials can be emailed to you by the end of the day. Medications dispensed in house will be brought out to you with your pet when examination, diagnostics and treatment are complete. All prescriptions can be filled by our online pharmacy or can be faxed or called in to the pharmacy of your choice.

We will be reaching out to clients who have previously scheduled appointments for preventive care and elective procedure to ask them to reschedule. Examples of preventive or elective procedures include: annual examinations, vaccinations, spays/neuters, and routine dental cleanings. Puppies or kittens who have started their initial vaccination series will continue to be seen for their boosters as these are time sensitive to insure there is no lapse in their protection.

We are currently exploring options that will allow us to provide veterinary guidance and recommendations using telemedicine for patients we have previously seen and have already established a veterinarian-client-patient relationship. For the time being, if you contact us via phone (410-317-2028) or email [info@lakeshorepethospital.com](mailto:info@lakeshorepethospital.com) we will ask you to schedule an appointment time for us to contact you.

Charges for telemedicine consultation will be the same as for our regular Office Visit (\$50). For patients on wellness plans, this fee will be waived as usual. In some cases we may be able to call in prescriptions to a local pharmacy or dispense medications based on our telemedicine consultation.

We will continue to strive to offer the same great service while minimizing risk for all parties at this time. We will continue to monitor the situation and communicate any changes.

Thank you for your patience and understanding and please let us know if you have any questions or concerns.

Warmly,  
The Lake Shore Pet Hospital Team