



To our valued clients:

As we continue to monitor the global impact made by the coronavirus pandemic, MVSS is hyper-focused on the health and safety of our clients and staff. In an effort to comply with CDC and government recommendations, the following measures have been implemented:

- For international travelers: please wait at least 14 days from your return to US soil before entering MVSS offices. Should your appointment fall during this time, please call to reschedule.
- In order to protect the safety of our team, our doctors, and other clients, we request all clients ***showing signs of illness that can be associated with COVID-19 remain at home and not bring their companion to MVSS offices.***

*\*If you present for your appointment exhibiting signs/symptoms of illness, you will be asked to reschedule\**

- Initial Consult/Second Opinion Appointments
  - New client paperwork must be e-mailed prior to your appointment time to [reception@mdvss.com](mailto:reception@mdvss.com). This document can be found on our website.
  - <https://www.mdvss.com/wp-content/uploads/2020/01/owner-patient-info.pdf>
- Direct Admission, Recheck, Suture Removal, & Discharge Appointments
  - When clients arrive for their appointment, they should contact our office to alert our team they have arrived and what type of vehicle they are in. ***Please remain in your vehicle*** until a staff member comes to direct you. You and your companion may be escorted inside the building or a staff member will retrieve your pet for the designated appointment type.
  - ***\*Please note: ONE guardian is permitted to escort a patient inside the building\****
  - Following state mandated regulations: all stable patients will not have face to face recheck appointments until further notice. A video recheck will be performed. Please visit our website for more information.
- Surfaces of the hospital including door knobs, counters, chairs, exam tables, floors, restrooms, etc. are being disinfected between clients.
- All MVSS personnel will wear PPE at all times during client interaction.

We will continue to implement additional recommendations by the CDC, local and federal government agencies as they are made public to help ensure the health and safety of those around us.

MVSS will continue to serve you as long as we are legally able to do so. Should you have any questions or concerns, please do not hesitate to call or email. As events continue to evolve, so will our response. Thank you for your patience and understanding during this uncertain time.

Sincerely,

Dr. Honor Amé Walesby, MS, DVM, DACVS & the staff of MVSS

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