



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:

- As of February 14, 2022 the use of face masks will be **at your own discretion** inside the building.
- If you have tested positive for COVID in the past 7 days, had recent contact with someone who has COVID, or are experiencing flu-like symptoms, please let our staff know before coming to your appointment.
- In order to protect the safety of our team 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. Please have another individual bring your pet to their appointment. We are able to conduct appointments over the phone if necessary.

If you present for your appointment exhibiting signs/symptoms of illness, you will not be allowed into the building

- Initial Consult/Second Opinion Appointments
 - New client paperwork must be e-mailed at least **72 hours prior** to your appointment time to reception@mdvss.com. This document can be found on our website, or at this link:

<https://www.mdvss.com/wp-content/uploads/2020/04/Maryland-VeterinarySurgical-Services-New-Client-Patient-Form.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.
 - **Recheck appointments** will be performed either outside or inside the building. Dr. Walesby will either speak to you in person, or follow up with a phone call to discuss findings.
 - **Discharge appointments** will be performed inside the building. A veterinary nurse will escort you inside.
 - **Suture removal appointments** will be performed inside the building. A staff member will retrieve your pet, perform the suture removal inside, and then return to you to discuss steps moving forward.

We will continue to promote the health and safety of those around us. Should you have questions or concerns, please do not hesitate to call or email. As events continue to evolve, so will our response. We appreciate your patience and understanding.

Sincerely,

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

rev 2/14/2022