

Based on the recommendations of public health experts and the American Veterinary Medical Association and to help minimize the risk of virus transmission, we strongly discourage our clients from leaving their home for non-essential tasks. This includes routine vaccination and wellness exams for your pet during the current Coronavirus pandemic.

In order to protect the safety of our team and our clients, we request all clients exhibiting any cold-like symptoms to remain at home. You may call us for guidance regarding your pet's medical needs.

Our hospital is continuing to disinfect and deep clean throughout the day. We will continue to keep you updated as any additional precautions become necessary.

For now, Kindness Animal Hospital WILL remain open to care for our patients, but we will be instituting the following special guidelines and protocols for your visit:

- Call the hospital at 301-949-2511 when you arrive. Remain in your vehicle or stay outside if on foot.
- Our client service representative will check you in by telephone and a technician will come outside to collect the necessary information needed to proceed with your pet's appointment and retrieve your pet. If your pet is being seen on an out-patient basis, you can remain in your car and wait for follow-up from the veterinarian.
- If your pet is going to be admitted to the hospital, an estimate and appropriate paperwork will be brought to you.
- Discharge instructions will be explained and payment will be collected over the telephone prior to returning your pet to your vehicle.
- If you need medication or food for your pet, call the hospital. We will collect payment over the telephone and bring your items to you when you arrive.
- If you need to drop off a fecal or urine sample for lab analysis, please call us when you arrive at the hospital. We will collect payment over the telephone and meet you at the door to collect the sample.
- During this crisis, we will not be performing nail trims as, generally, they are not essential to the health of your pet. If your pet has a torn nail, however, please call us to schedule an appointment.

We remain committed to our team of healthcare professionals and to our community at large. We appreciate your understanding and cooperation as we navigate this crisis together.