

To all our valued clients, at Catoctin Veterinary Clinic the health and safety of our patients, clients, and team members is our top priority. Due to the health and safety guidelines set by the CDC and the World Health Organization regarding the transmission of COVID-19, we have made the following changes to our appointment protocol for an undetermined amount of time. We ask that you review our protocols put in place before bringing your pet(s) to the clinic.

- Upon arrival to the clinic, please remain in your vehicle and call the front desk (703) 777-8447 to alert us that you are here. All the parking spots in the parking lot are numbered. Please let the receptionist know which spot number you are parked in.
- A technician will come to your vehicle to collect your animal and bring him or her into the clinic for his or her examination. We will need you to verify your cell phone number and email on file with the technician so your veterinarian can accurately reach you.
- We ask that you remain on site and wait in your vehicle or outside the clinic maintaining a 6 foot distance from others. We have moved to curbside service only until otherwise mandated.
- If any additional information is needed prior to performing diagnostics, or any additional tests are needed beyond the examination, a team member or doctor will contact you.
- Expect your veterinarian to call or come out to speak with you at the conclusion of your pet's appointment.
- Call to pay your bill over the phone or a staff member can check you out at your vehicle with a card reader. An itemized invoice will be sent to you via email once payment has been collected.
- If you are feeling ill or showing symptoms of COVID-19 contact the clinic prior to your pet's visit to reschedule, cancel, or make other arrangements.

Thank you for your patience and understanding during these times. Please let us know if you have any questions or concerns.

Sincerely,  
Catoctin Veterinary Clinic