

COVID-19 Policies & Expectations

- Welcome to Happy Tails Veterinary Hospital! Please wear a face mask at all times when interacting with our staff. Until further notice, for your safety and ours, client and the general public are not permitted to enter our lobby. Please call (410) 437-7514 to speak with staff.
- We are introducing a new platform for communication during visits, Rapport. This platform allows us to communicate via text message and video conference. You do not have to download the app! Just simply follow the instructions sent to you via text message. PetDesk is no longer in use.
- We understand that bringing in your beloved pet that not being physically present in exam rooms may cause you to be stressed and anxious. We assure you that we will treat your pet as quickly as we can; however, during the pandemic, we are up to 75% busier than normal.
- As a result, wait times may be longer than expected.
- Once we have taken possession of your pet – even if you suspect it may be a longer visit- do not leave the premises.

A Note about Kindness and Expected Behavior

It is often easy to forget that our essential workers-veterinarians, technicians, assistants, and receptionists – are all also members of our local community who are personally impacted by COVID-19. We are working under much more stressful conditions than usual. While we understand that you have arrived concerned about your pet's health, please be mindful that we are also coping with the effects of the unprecedented pandemic. We experience the same anxiety and uncertainty as you and your family- all while giving of ourselves emotionally and physically to provide your pet with the best possible care. Please start with kindness, practice gratitude, and afford us more patience and grace than normal. We are trying to do the same for you, and we are grateful for our community's support in these extreme times.

