



**A message from our team regarding COVID-19  
UPDATED: 03/23/2020**

As you have heard, COVID-19 (Corona Virus) has been infiltrating the community around us. We at Happy Tails want to provide a safe and healthy environment for our staff and our clients. During this time of uncertainty, we are taking strict precautionary measures to ensure this. We have increased our cleanliness and sanitization in the hospital by now including disinfecting all door handles, shared countertops, and telephones, multiple times a day. Hand sanitizer is located in each room and at the front desk for your use. We have posted signs regarding proper hand washing to increase the awareness and to act as a reminder for our staff and our clients. We have instructed all staff who are sick, immune compromised, or have sick symptoms to stay home. As of now, Happy Tails Veterinary Hospital will remain open for our normal hours of operation. We recognize the inconvenience that these protocols may cause but it is our responsibility to protect the health and safety our of staff and clients.

**NEW HOURS OF OPERATION:**

**Monday thru Thursday- 9:00am to 4:00pm**

**Friday- 9:00am to 1:00pm**

**Saturday and Sunday- CLOSED**

**We are now enforcing curb side service for appointments:**

- 1. When you arrive for your appointment, please stay in your car and call us (410-437-7514). Provide a description of your car and where you are parked**
- 2. We will take your pets history over the phone**
- 3. As you wait in your car, we will come out and take your pet into the clinic for their exam**
- 4. We will call you during the exam to explain our findings, diagnosis, and review cost**
- 5. Once cost is approved you will provide us your credit card information over the phone, WE ARE ONLY ACCEPTING CREDIT CARD AS FORM OF PAYMENT**
- 6. We will walk your pet back to your car at the conclusion of the appointment**

**Reschedule-**

- 1. If you are sick (coughing, sneezing, sniffing, have a fever) please reschedule your appointment**
- 2. If you have travelled in the last 14 days, please reschedule your appointment**
- 3. If you have been in contact with someone who has tested positive for COVID-19, please reschedule your appointment**


**All appointments that we deem a telemedicine appointment, you will need to follow the steps below to download the Petzam App.**

**Petzam App- Live Video Appointment with Dr. Calpeno**

- 1. Go to the App Store or Google Play store on your mobile phone- THIS IS A FREE APP**
- 2. Search Petzam and download**
- 3. Create a login with your name, email, pet name.**
- 4. Select your doctor by searching for Dr. Vera Calpeno- you will see a picture of her**
- 5. Call Happy Tails Veterinary Hospital (410-437-7514) so we can schedule you video appointment time**
- 6. Open app at time of the appointment and Dr. Calpeno will video chat with you**

Please do not hesitate to call us regarding any issues or concerns you may have. We are happy to assist you in implementing the above recommendations and protocols. Thank you for understanding and your support during this time.

# HAPPY TAILS



V E T E R I N A R Y H O S P I T A L

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Happy Tails Veterinary Hospital