



LITTLE SENECA
ANIMAL HOSPITAL

20630 Seneca Meadows Parkway, Suite E2
Germantown, Maryland 20876
(301) 540-8670 www.myLSAH.com

COVID-19 Plan Effective Immediately

To Our Clients of Little Seneca Animal Hospital,

Our priority is caring for our patients, clients, and staff. Our staff is staying up to date with the growing concern of the novel Corona Virus (COVID-19). To date, there is no indication that canines or felines can contract or transmit COVID-19. However, because we are still learning about this virus, the American Veterinary Medical Association (AVMA) recommends people who are ill to limit their contact with their pets and practice good hygiene if needing to care for them.

We encourage everyone to follow the recommendations of the Centers for Disease Control (CDC) and Maryland Department of Health (MDH). This includes, and is not limited to:

- Washing your hands thoroughly for 20 seconds
- Avoid touching your mouth, nose and eyes
- Distancing yourself as needed from the public
- Remaining home if you are feeling ill, have a fever, or experiencing respiratory or flu like symptoms.
- Staying informed by trusted sources

At this time, LSAH is taking extra precautions to avoid human-to-human contact. We will be practicing social distancing as recommended by the AVMA, MDH, and CDC. We ask for your patience and trust during this time to allow us to treat your pet while distancing yourself from our staff. We will remain as transparent as possible when conducting exams and recommended services.

Effective immediately, the following protocols will be put into place to better protect our clients and our staff.

For Appointments:

- Clients are to remain in their vehicles. Upon arrival, we ask clients to call our office to check in and inform the receptionist of the best phone number to contact during the appointment. Patient histories will then be conducted over the phone by the technician or doctor.



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- All dogs are to come to their appointment on leash. Our staff will also put a slip lead on your dog during the walk from the vehicle to the office to ensure a safe transition.
- All cats need to be transported in carriers or cages.
- When a room is available, a technician or technician assistant will come out to your vehicle to take your pet into the hospital for exams and recommended services. Verbal estimates will be provided if needed. Recommended services will be conducted once we receive verbal consent from the owners.
- Once treatments are complete, the technician or doctor will call the owner with the recommended treatment plan and home care instructions. At this time, the call will then be transferred to our front desk staff to handle payment options (preferably via credit card over the phone).
- Once payment is complete, the staff will return your pet to your vehicle, with medications, and receipt of transaction.

At this time, Little Seneca Animal Hospital will remain open and operating under normal business hours. We have been enhancing our sanitation protocol since the beginning of the COVID-19 threat. In addition to cleaning all rugs, exam tables, scopes and scales after each appointment, we have been disinfecting all surfaces, door handles, and chairs. Our receptionists have been taking added measures to keep the lobby disinfected throughout the day. We ask that you remain calm and patient while waiting for available exam room as these added precautions take more time. Our staff has been disinfecting all computers, phones, and keyboards several times throughout the day. As well as serving our clients, we want to assure you that our staff has paid sick leave and has been encouraged to stay home if feeling ill.

We understand that this protocol will be time consuming and at times frustrating. However, we all need to do our part to distance ourselves from each other to slow the spread of COVID-19. If you have any questions, please do not hesitate to call our office at (301)540-8670 or email us at littleseacaclients@gmail.com.

Thank you, and take care.

Dr. LeVora and the Little Seneca staff