



Thank You for choosing BluePearl Specialty + Emergency Pet Hospital

Online Check-in: Please continue to follow the prompts from our online check-in and text-messaging system. Please click on the provided link to complete the online registration. You will continue to receive updates via text message, verbally or via phone during your visit. Please keep your cell phone on and accessible at all times.

Patient Transfers: If you have been transferred here from your regular veterinarian or another facility, please inform the staff upon your arrival.

What to expect at initial triage:

- When you arrive for your emergency visit, we make every effort to ensure your pet is assessed by a veterinary nurse as quickly as possible.
- **Pets with life-threatening conditions are prioritized.** We will obtain initial vital signs and assess your pet briefly in the treatment area.
- If your pet is stable, we will return your pet to you to wait with you. If we have concerns about your pet's stability, the triage nurse will inform you of next steps.
- You may see pets who arrive after you are seen first due to their condition.
- Please stay at the hospital (either in the lobby or parking lot) until directed by a staff member.
- **The triage process takes time, depending on hospital caseload and other emergencies.** Our doctors and staff work extremely hard to provide quality care for as many pets as possible, and sometimes the volume and critical nature of emergencies we have present in the hospital is not directly visible to the public. Please be patient with us.

Wait Times (General Information):

- **Wait times can often be long (sometimes several hours) and we understand waiting can be stressful. Due to the nature of emergency medicine, wait times can change instantaneously based on the severity of other emergencies arriving at our hospital.**
- If there are **any concerning changes to your pet's status while you are waiting**, please call us immediately on the main hospital phone number: **(503) 501-2375**, text via the online check-in thread, or inform a staff member at the front desk.
- We will make every effort to **keep you updated in person or via text** on your pet's status and wait. Feel free to utilize our texting system or check in with the front desk if you have questions regarding wait times.
- We can provide a **list of area ERs for you to contact** to check wait times elsewhere if the wait time here is prolonged—you may request this via phone or text.

Payment and Financing

- Your pet's doctor will generate an estimate for any recommended diagnostics and treatments.
- **Payment is due at time-of-service and a full deposit must be taken on approved treatment plans.**
- Medical financing is available through Care Credit, www.carecredit.com - immediate approval can be given online.

Our team genuinely cares, and we strive to give you and your pet the most quality care possible. We thank you for your understanding during your visit and request you treat our staff with kindness and respect.