

OUR SERVICES

As the news and information continues to spread about COVID-19 (coronavirus), one thing remains the same: at BluePearl Specialty & Emergency Pet Hospital, the health, safety, and wellbeing of our patients, staff, and community is our number one priority.

We are deeply committed to offering a safe and healthy environment to continue caring for your pets. To do this, we ask that you please follow the following drop-off procedures to ensure that our patients receive the best care.

COVID-19 Drop-off Policy: Interior Hand-off Method

For clients who are not quarantined and do not have symptoms.

- Please call the front desk upon arrival from your car. We can be reached at:
 - **Southfield 248.354.6640**
 - **Auburn Hills 248.371.3713**
 - **Ann Arbor 734.971.8774**
- One of our team members will obtain the following information: your information, pet information, and the reason for your visit.
- A technician will call to get a history on your pet and will instruct you to enter the lobby and place your pet in the designated pre-assigned cage.
- Once the pet is in the cage, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation, sign necessary forms in designated area, provide credit card info/swipe, take leash/collar/belongings, and proceed to the exit prior to the technician approaching.
- Our technician will take your pet into the main hospital for assessment.
- The cages will be immediately disinfected before the next pet arrives, including the latch and handle. The exterior door handle, if not automated, will also be disinfected between clients.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.

Thank you for your understanding and please do not hesitate to call us with any questions. We're here for you, your patients, and the communities in which we live. We will continue to keep you informed as news and information becomes available.

ANN ARBOR

4126 Packard Rd
Ann Arbor MI 48108
P • 734.971.8774
F • 734.971.1783

AUBURN HILLS

3412 E Walton Blvd
Auburn Hills MI 48326
P • 248.371.3713
F • 248.371.3714

GRAND RAPIDS

1425 Michigan St NE Ste F
Grand Rapids MI 49503
P • 616.284.5300
F • 616.284.5320

SOUTHFIELD

29080 Inkster Rd
Southfield MI 48034
P • 248.354.6640
F • 248.354.0303

COVID-19 Drop-off Policy

For clients who are quarantined, have COVID-19 symptoms, and/or have tested positive for COVID-19.

If you call to inquire about urgent veterinary care and identify as COVID 19 positive or are under quarantine, please speak to a veterinary team member to determine the urgency of your pet's needs. If your pet needs to immediately be seen, you will be asked if anyone else can transport the pet.

Regardless of who brings in the pet, the steps outlined below should be taken. Please note that there is a lack of evidence regarding the ability for animals to act as fomites for COVID-19, however, out of an abundance of caution **we are recommending the decontamination of a pet's coat in animals who are owned by individuals who have known or suspected COVID-19.**

COVID-19 Drop-off Policy:

- Please call the front desk upon arrival from your car. We can be reached at [\(248\) 371-3713](tel:2483713713).
- Over the phone, one of our team members will obtain the following information: your information, pet information, and the reason for your visit.
- A technician will then take a complete history over the phone and will ask the owner to bring the pet directly into room 18 through the second patio entrance.
- A technician in full PPE will prop open the side door and wait at the end of the hallway while the client places their pet into the cage or cardboard carrier in room 18. Please return to your vehicle at this time.
- The pet will then be taken to ICU.
- If your pet is stable, we will bathe them using gentle dishwashing detergent soap (Dawn). If your pet is unstable, we will bathe them with waterless shampoo or wipe them down with Rescue wipes (accelerated hydrogen peroxide).
- The surfaces in room 18, including the door handle and exterior door handle, will be disinfected after your pet is in ICU.
- Our medical team will call you to discuss initial findings and, if necessary, secure authorization for diagnostics/treatment/hospitalization.