

For Emergency and Surgery patients:

No clients will be allowed to enter our facility at this time, until further notice (other than outlined below). **All clients should call ahead for specific instructions.**

1. Upon arrival, please call the front desk at 804.716.4700. You will be prompted to return to the car and wait for a technician. An Associate will ask questions about the pet's condition to determine if the pet is stable.
2. You will be asked if you are experiencing symptoms or have tested positive for COVID-19. Our Associates will dress in appropriate Personal Protective Equipment based on your responses to these questions.
3. All personal pet items will remain with you. Dogs will have their collar removed by you (the owner). Our Associate will place secure slip leads and patient ID on the pet. Cats will be brought into the hospital in their carrier.
4. If you have personal records of your pets at home that you need to give us, you may take a picture of them and send them to our email. Info.richmond@bluepearlvet.com.
5. The doctor will call you as you wait in the car to discuss diagnosis and present the treatment plan. All paperwork will be conducted curbside with disposable pens. Payments can be made over the phone.
6. At this time, there will be no visitations unless in extreme circumstances approved by hospital administration.

For clients picking up medications:

1. Please call.
2. We will take payment by phone.
3. An associate will bring the medication outside to review with you.

Euthanasia

If you are NOT exhibiting symptoms, it is the doctor's discretion to perform the euthanasia in an exam room (1 or 10), or outside the building while following proper PPE. If the procedure is performed in an exam room only two people (clients) may be in the building.

If you are exhibiting symptoms, unfortunately you will not be able to be present for the procedure. We are also unable to perform the euthanasia in your car or outside, due to the close proximity and contact time required.

We understand what a difficult time this is and apologize for the protocols that we must follow for the safety of everyone. Thank you for your understanding.