

OUR SERVICES

Anesthesiology & Pain Management
Cardiology
Critical Care
Emergency Medicine
Internal Medicine
Surgery

BluePearl Oklahoma COVID-19 Procedures

IF YOUR PET REQUIRES IMMEDIATE ATTENTION, PLEASE INFORM A MEMBER OF THE TEAM AT THIS TIME SO THAT WE CAN TRIAGE AND TAKE NECESSARY STEPS TO TREAT YOUR PET.

MOST COMMUNICATION WITH PET OWNERS IS GOING TO BE BY PHONE. PLEASE ENSURE THAT YOU HAVE A WORKING PHONE FOR US TO CONTACT YOU DURING YOUR PET'S VISIT.

Being separated from your pet at such a vulnerable time can be difficult. We hope you'll feel better knowing we're providing your pet with the highest quality of care and treating them with the kindness we give our own pets. We have made changes to our intake and discharge processes to protect you and our staff and to help prevent the spread of COVID-19.

INTAKE: We are creating a "client-free" atmosphere to strictly limit direct interaction between clients and staff. The largest change has been to our intake process, which is detailed below.

1. A member of our team is in the front lobby to triage cases and determine those that need to be seen immediately or can wait.
2. The door into the lobby is on a magnetic lock. You will be asked questions regarding possible exposure to COVID-19, and triage and intake process may change based on your answers.
3. If you are allowed to enter, remove all personal items from your pet, including collars and leashes. **We cannot keep any personal items from clients in the hospital at this time.**
4. There are tables on either side of the door into the lobby with sanitized dry erase markers. Take a marker and check for an available cage in the cage banks on either side of the lobby.
5. Place your pet in one of the available open cages. **Write your pet's name, last name, and your phone number on the clipboard on the cage.**
6. **If you have records from your primary veterinarian, please email them to info.ok@bluepearlveter.com, or hang hard copies on the clipboard on your pet's cage door.**
7. Take one of the COVID-19 Procedures sheets if you do not yet have a copy, as well as a copy of the Client and Patient Intake sheet.
8. Return to your vehicle and **call the hospital at 405-749-6989 to check in.**
9. Be prepared to provide your name, contact information (including email), other pet owners' information, your pet's information, and the reason for your visit.
10. You will need to verify your information and give verbal authorization for us to treat your pet over the phone.
11. A technician will come out to the lobby to triage your pet and take them to our treatment area. If needed, they may call to confirm the reason for visit and get a brief medical history.
12. After your pet has been examined by a doctor, they will call you to discuss and make recommendations for further diagnostics and/or treatment.
13. An estimate for recommended diagnostics, treatment, and hospitalization will be made and explained over the phone. We will email a copy as well if possible.
14. You will be asked for verbal approval of the estimate, and transferred to the front desk to provide payment of the required deposit of the low end of the estimate over the phone.

More information on back of page.

COMMUNICATION: Prompt and thorough communication is essential to the compassionate care we deliver at BluePearl. Due to the significant increase in phone communication during this time, please bear with us as we work to direct incoming calls as quickly as possible.

- You will be updated daily on your pet's progress.
- If you have questions during the workday, your pet's doctor or veterinary technician is available by phone. If they are assisting another patient or client, your message will be passed along, and they will reach out to you at their earliest convenience.
- At certain times, the medical team may be unavailable because they are conducting hospital rounds. If you have an emergency situation, please notify the client service coordinator for further assistance. **Our hospital rounds are typically between 7:00am-9:00am & 7:00pm-9:00pm.**

WHEN YOUR PET IS TRANSFERRED FROM OUR EMERGENCY SERVICE TO A SPECIALIST: A veterinarian may recommend your pet be transferred from the emergency service to one of our specialty services. The specialist will examine your pet, review any completed diagnostics, and call you to discuss a treatment plan.

VISITING YOUR HOSPITALIZED PET: **During this time, we unfortunately will not be allowing for visits with any hospitalized patients.** We will continue to do our best to keep up communication with pets' owners, and work to get them healthy and ready to return to you as soon as possible.

PERSONAL BELONGINGS: Blankets, bedding, and pillows are provided for all hospitalized pets to keep them cozy and warm. As noted earlier, we cannot keep any personal items from clients in the hospital at this time. We cannot guarantee return of any items that are left with or on your pet.

DISCHARGE: Speak with a member of our team to schedule a time for discharge. **When you arrive for discharge, please park and call the hospital to let us know you're here.** After charges are finalized, payment or credit due will be handled over the phone. One of our medical staff will discuss discharge instructions, and written instructions will be emailed within 24 hours. We will bring your pet out to a cage in the lobby and inform you when you can come in to pick them up.

YOU MAKE THE DIFFERENCE: Understanding your pet's condition and following your pet's discharge instructions will help recovery. Please contact us if you have any questions or concerns.