

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.

For clients who are quarantined or have COVID 19 symptoms, please call to speak to a veterinary team member to determine the urgency of your pets needs and how to proceed with your visit.

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

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GRAND RAPIDS

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SOUTHFIELD

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