

**BluePearl Pet Hospital in Boston: Charlestown & Waltham  
COVID-19 Protocols**

Dear Valued Client:

We are deeply committed to offering a safe and healthy environment for your clients, their pets, and our hospital teams. To do this, we are implementing a **new check-in policy** to ensure that our patients receive the best care. This will help us to properly triage both pre-confirmed appointments and emergencies so that we may connect them with an appropriate team member.

- **When you arrive at one of our BluePearl pet hospitals with your pet, call the front desk: CHARLESTOWN (617-284-9777) OR WALTHAM (781-684-8387).**
  - During that call, we will ask you a few questions about your COVID-19 exposure risk.
    - Have you or anyone in your household tested positive for COVID-19?
    - Are you or anyone in your household on a mandatory quarantine or awaiting test results?
    - Has anyone in your household exhibited any flu-like symptoms over the past 14 days? (e.g., cough, achiness, fever, trouble breathing)
  - We will also ask about your pet's symptoms. If we determine that the situation is critical, we will get your verbal authorization for emergency care.
  - We will also ask for your contact information, your pet's information and your vehicle make and model.
- **Wait in your vehicle:**
  - A technician will come to your vehicle and speak to you through the window to confirm your information and inform you of the next steps. You will be instructed to either drop off your pet or stay in the car while your pet is being taken into the hospital for assessment.
  - You will be asked to sign the authorization to treat your pet. Your pet will be removed from your vehicle in a secured carrier or double-leashed.
  - Our technician will take your pet into the main hospital for assessment.
- **After your pet has been assessed:**
  - We will determine if your pet needs to stay hospitalized for diagnostics or can be treated and released to you.
  - Our medical team will call you with initial findings and secure authorization for diagnostics/treatment/hospitalization.
  - You will receive a verbal estimate over the phone.
  - Payment information will be taken at the time of the intake or discharge via a credit card that is handled with gloves, swiped into the machine and placed in a zipped plastic bag and returned to you.