

**BluePearl/Veterinary Specialty Center of Delaware
COVID-19 Protocols**

Dear Valued Client:

Our hospital is still open and we are taking extra precautions to continue providing remarkable care for your pets during these unprecedented times. If you're in need of emergency or specialty care for your pet, please download and review the COVID-19 safety precautions prior to your visit.

Effective immediately, our hospital is taking additional steps to ensure staff safety and public health, while maintaining our commitment to provide excellent medical services for pets in the surrounding region. While we are continuing to offer full services, **we are implementing NO/LOW contact points of service with clients**. In practical terms, we are severely limiting client traffic into the hospital and directing contact with staff members in the following ways:

Client Protocols:

- All clients will be requested to remain in their vehicles with their pets until they are asked to come to the foyer.

Before your appointment:

- An associate will call you the day before your appointment to explain our new check-in process and to ask for your contact information. Please notify the staff if you are exhibiting symptoms of COVID-19.

When you arrive at Veterinary Specialty Center of Delaware:

- Please call the hospital's main number when you arrive: (302-322-6933) to check in.
- Unless otherwise instructed, we ask that you remain in the parking lot for best communication.
- **If you have a dog:** you will be instructed to walk your pet to our foyer and give your pet to an associate. The associate will place a blue slip lead on your pet. Then you will be asked to remove your dog leash/collar and any clothing and return to your vehicle. Transfer of the collar and leash should happen in the foyer for the safety of your pet.
- **If you have a cat,** you will be instructed to bring the cat carrier to the foyer, hand it to the associate and return to your vehicle.
- All communication between the doctor and you will be handled by phone.
- Patients needing to be admitted to the hospital will receive estimates and admit paperwork to sign outside the foyer when called.
- At discharge, an associate will take your payment and the technical staff will go over discharge instructions over the phone. Your pet will be returned to you in the foyer after discharges are complete.

No visitations except for critical patients or euthanasia cases:

- Effective immediately, visitations are suspended.
- The ONLY exception is critical patients in the ICU or euthanasia cases.