

WHAT TO EXPECT FROM YOUR VISIT WITH BLUEPEARL

Updates and Progress Reports

If your pet is hospitalized, we know you will be anxious to receive an update as soon as possible, and we want to keep you informed. The doctor will call you with information about your pet after morning patient rounds. At that time, your doctor will give you a progress report on your pet's condition and will discuss with you the plan moving forward for the day. We kindly ask that you refrain from calling before 10am as we want to attend to not only your pet's care, but that of others as well. The doctor will always call right away if your pet's condition deteriorates.

Communication with Your Family Veterinarian

BluePearl Veterinary Partners strives to maintain open communication with both you and your pet's primary veterinarian throughout your pet's stay with us. Your family veterinarian will receive updates from our doctors plus copies of all lab work, physical exams results and diagnostic findings/test results.

Admission for Procedures

If you elect to have procedures performed for your pet and we arrange for you to drop your pet off in the morning, the ideal drop-off time is between 7:30 AM and 9:00 AM.

- We ask that any pet having a procedure performed with us not be allowed to eat anything after midnight the evening before; water can be available at all times unless otherwise specified.
- Please allow for about 15 minutes in the morning to fill out necessary paperwork with the technician and for the technician to answer questions you may have.
- Morning drop-off times allow the doctor to examine your pet prior to the procedure.
- It is important that you leave a phone number that you can be reached at to enable us to contact you for updates.
- In the event that it has been more than 30 days since your pet's last examination by our doctors, we recommend a brief recheck to reevaluate your pet's condition before scheduling a procedure.
- If there happen to be any changes in your expectations or your pet's condition since the time of your last consultation, the procedure(s) may not be performed without consulting with the doctor first.
- While we designate a specific time in the day to perform your pet's procedure, due to emergencies or other changes in the schedule, we may not be able to complete the procedure at the scheduled time. Please note that the scheduled time therefore is tentative.

Updates After a Procedure

We will call you after the procedure with an update on your pet, details about how the procedure went, and recommended next steps in your pet's care. We generally call immediately following procedures; however, please note that at times this call may be delayed due to an emergency with another pet.

When Can I Expect Results?

Results from samples taken during the procedure will not always be immediately available. Test results may take anywhere from 24 hours to 2 weeks or more. Holidays and weekends add even more time.

While we understand waiting isn't always easy or desirable, rest assured that as soon as results are available to us, the doctor will call you to discuss results and treatment option



OUR SERVICES IN MINNESOTA

Critical Care	Internal Medicine	Oncology
Dentistry & Oral Surgery	Neurology	Ophthalmology
Diagnostic Imaging	Neurosurgery	Surgery

Doctor Call-Backs

We understand you may have questions and concerns. When calling, if there is an emergency with your pet, please let the receptionist know this right away. If we can, we answer your calls as they are received, but we are not always able to do so. When requesting a call back, please be sure to leave phone numbers that you can be reached at. Due to emergencies, appointments and procedures, the doctors often are not able to return calls until after 4 PM.

Visiting

If staying with us, we know you will be concerned about your pet's condition. We encourage visiting, but we have found that visitation on the day of a procedure may not always be in your pet's best interest because many pets have a difficult time settling down after their family visits. For this reason, we ask that you schedule a visit the day after the procedure or surgery if possible.

Afternoons and evenings are generally better times to visit. We ask that you please limit the visit to no more than 20-30 minutes because hospitalized patients require our constant care in order to ensure healthy and speedy recoveries. We prefer to bring your pet into a quiet, private room to visit with you; however, if your pet requires treatments that do not allow us to safely move your pet to a private room, you may be required to visit in the treatment area. Visiting in the treatment area may be prolonged or cut short due to other patients' needs or emergencies, at the discretion of the technician caring for hospitalized pets.

Discharge

On the day your pet is going to be discharged, please schedule a time to meet with the doctor or technician. Scheduling a time will alleviate waiting. At the discharge, the doctor or technician will go over your pet's discharge instructions and answer your questions. If you have ANY questions, we will want to be sure we discuss them before you bring your pet home to ensure you will be able to provide proper care once home. Please allow at least 20 minutes for this appointment. If a recheck examination is recommended for your pet, please schedule this appointment prior to leaving, as our doctors' schedules can book out far in advance or schedule with your family veterinarian as soon as possible.

Questions and Concerns

We want to be sure that you are informed about your pet's condition at all times. The doctor will discuss all options and potential complications for any procedure to be performed or treatment plans for hospitalized patients. If you have any questions, we encourage you to have them addressed prior to committing to a procedure or treatment plan. We have doctors and technicians in the hospital at all times, including nights, weekends and holidays and will always have access to your pet's medical records should you have any questions or concerns after hours. Depending on the nature of the issue, your BluePearl doctor may not be available after hours, but will be made aware of any after-hour communications that take place.

**We always welcome comments as to how we can improve our care for you and your pet.
Thank you for choosing BluePearl Veterinary Partners for your pet's care.**