



## BluePearl Blaine COVID-19 Procedures

### Updated Feb. 3, 2021

We are deeply committed to offering a safe and healthy environment for your pets and our hospital teams. To do this, we have implemented a drop-off procedure to ensure that our patients continue to receive the best care.

### COVID-19 Drop-Off Policy

- Please call the front desk upon arrival from your car. **We can be reached at 763.754.9434.**
- One of our team members will discuss the symptoms your pet is experiencing and ask for your information.
- A team member will call to discuss transferring your pet in our front vestibule.
- Please keep your leash, collar and belongings with you and wait in your car.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics, treatment or hospitalization.
- When treatment is done, a doctor or technician will call with discharge instructions. Once the pet is ready to be dismissed, the team member will instruct you to meet them back at the hand-off area.
- Payment information will be taken at the time of hospitalization or discharge via credit card, cash or CareCredit. We are able to send a secure link to you via email. We are also able to take payment over the phone and will collect signatures when you pick up your pet.

### Helpful Tips for Your Visit

We have been experiencing higher than normal volume and wait times for our emergency visits. **Please be aware that some visits can be several hours before your pet is seen.** All patients will be triaged upon arrival and critical emergencies will be seen first.

- Our restrooms are not open to the public. The closest 24-hour restroom is located at: Kwik Trip, 11736 Ulysses Ln., NE, Blaine.
- Make sure your vehicle has a full tank of gas, when feasible, to ensure you can stay warm while you wait.
- All communication will be over the phone. Bring your phone charger and make sure your ringer is turned on to receive our communications.
- A book or device with downloaded content such as TV shows or movies can help pass the time.
- We do have guest Wi-Fi, but it may not be reachable in all areas of our parking lot. No password needed to join our BPVP-Guest Wi-Fi.

Rest assured we are doing our best to get every patient treated as soon as possible. Our emergency department does not operate on an appointment basis. Patients are triaged and seen based on their critical nature and in the order they arrived.

Please don't hesitate to reach out to us via phone to receive updates or if you have any questions.