

BluePearl Paramus: New Drop-Off Procedure

We are deeply committed to offering a safe and healthy environment for you, your pets and our hospital teams. To do this, we are implementing a new drop-off procedure to ensure that our patients receive the best care during the COVID-19 pandemic.

For Emergency and Specialty Visits:

- From your car, please call the front desk upon arrival to provide your name, your pet's information and the reason for your visit.
- You will be instructed to remain on the phone and make your way to the front door.
- A technician will take down your pet's medical history by phone while another technician meets you at the front door in full PPE to bring your pet into the main hospital for assessment.
- You will also be asked questions regarding your exposure to COVID-19 by phone and be provided with the next steps once your pet is in the hospital.
- You will have the option of either waiting in your car or at home, and our medical team will call you with initial findings and secure authorization for diagnostics, treatment or hospitalization.
- Estimates and payment information will also take place by phone, along with discharge instructions.

Euthanasia Protocols

For pets in need of euthanasia, we are allowing 2 individuals to come into our atrium in full PPE to be there for their pet.

Upon arrival, please follow the following steps:

- Call from your car to notify us of your arrival and to provide necessary information.
- A technician will come outside in full PPE to retrieve your pet. Please remain in your car until we call to let you know we're ready.
- An associate will provide you with the proper PPE and escort you into the atrium.

Inpatient Visit Protocols

Owners will not be allowed to visit inpatient pets at this time. We can send videos or pictures upon request.

Uber/Lyft Protocols

At this time, clients are not allowed inside the hospital unless we are performing a euthanasia.

If you arrive in an Uber or Lyft, you have two options:

1. Drop off your pet and go home to wait for our call.
2. Wait outside and we'll provide you with a folding chair.