

BluePearl Pet Hospitals in Forest Hills (Queens) – COVID-19 Protocols

Dear Valued Client:

As the news and information continues to spread about COVID-19 (coronavirus), one thing remains the same: BluePearl Specialty + Emergency Pet Hospital remains dedicated to the health, safety and well-being of our patients, staff, and community is our number one priority.

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.

We thank you for your cooperation with changes to our standard check-in policy.

CLIENT GUIDELINES

- **When you visit our BluePearl pet hospital in Forest Hills (Queens), please remain outside the door and call the front desk to let us know you're there. (718-263-0099)**
- A BluePearl associate will ask you if your pet is critical. If you answer "yes," we will ask for your verbal authorization for emergent care.
- We will also ask your name, your pet's name and the reason you are visiting BluePearl.
- Based on the national emergency, the CDC and ADA have allowed us to ask the following questions:
 - Have you or any member of your family exhibited flu-like symptoms, including fatigue, aches, fever or cough at any time during the last 14 days?
 - Have you traveled outside the U.S. in the past 14 days? If yes, where?
 - Have you or any family members living with you tested positive for the COVID-19 virus?
- Next, a technician wearing full personal protective equipment will come outside and take your dog or cat carrier from you.
- All communication with you regarding intake, treatment and payment will be handled over the phone.
- You will be asked to either remain outside or to return later to pick up your pet.
- **IMPORTANT:** No clients will be allowed into our hospitals unless there is a need for euthanasia. In that case, clients will be given full personal protective equipment provided by BluePearl prior to entering the building.