

COVID-19 Drop-off Policy: New Drop-off Procedure

BluePearl Update: New Drop-Off Procedure

Dear Valued Client,

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

We are deeply committed to offering a safe and healthy environment for you, your pet, and our hospital teams. To do this, we are implementing a new outdoor checkpoint to ensure that your pet receives 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. Should you need to come to BluePearl Pet Hospital in Irvine, please review the attached handout to be aware of the following check-in procedure.

COVID-19 Check-In Policy: Checkpoint Method

For clients who are not quarantined and do not have symptoms.

When you arrive at the parking lot, please follow the signs and proceed forward to the tented checkpoint station. Our client care coordinator will greet you and ask specific questions regarding your visit. If we determine that the situation is critical, we will get your verbal authorization for emergency care.

We will ask for your information, your pet's information, your vehicle make and model.

Our technician will come to your vehicle and speak to you through the window (more than 6-foot distance) to confirm your information and inform you of the next steps. You will be instructed to either drop off your pet or stay in the car while your pet is being taken into the hospital for assessment.

You will be asked to sign the authorization to treat your pet. Your pet will be removed from your vehicle in a secured carrier or double-leashed.

Our technician will take your pet into our main entrance for critical cases or through our side entrance for appointments that do not require emergency intervention.

For emergencies, we will determine if your pet needs to stay hospitalized for diagnostics or can be treated and released to you. For appointments, respective team members will be notified.

Our medical team will utilize phone, video chat, or discuss findings with you using proper safety guidelines as outlined by local health care authorities.

Payment information will be taken at the time of the intake or discharge. Cash transactions will occur via use of gloves and disposable plastic bags and credit card transactions will be processed discreetly via phone and numbers manually entered in real-time.

Thank you for your understanding and please do not hesitate to call us with any questions. We're here for you, your pet, and the communities in which we live. We will continue to keep you informed as news and information becomes available.

Thank you for being part of the BluePearl family.