

**OUR SERVICES**

Anesthesiology & Pain Management	Dentistry & Oral Surgery	Internal Medicine	Radiation Oncology
Cardiology	Diagnostic Imaging	Neurology	Surgery
Critical Care	Emergency Medicine	Nutrition	Oncology

## COVID-19 Update

Due to the ongoing concern revolving around the novel coronavirus we have implemented additional protocols in our hospital to help ensure public safety. Please know that our goal at BluePearl is to continue to provide excellent collaborative specialty and emergency care for patients in our community. After much thought and consideration and in support of our community, public health, and overall wellness, we will not be allowing clients into the hospital. Implementing these protocols may result in longer wait times, however they will allow us to remain open 24 hours a day to see your pets for their specialty and emergency needs. We appreciate the support and understanding from all of our pet parents and primary care community. If we can answer any questions, please call our front desk.

**We are asking that clients who are feeling sick, have traveled in the last 30 days, or have been in direct contact with a person confirmed to have COVID-19 make staff aware prior to arriving at the hospital. We will use additional protocols and ask that you remain in your car the entire time you are at our hospital. Please be assured that this will not affect the care we provide to your pet.**

**If your pet has an appointment with a specialist,** please call when you arrive in our parking lot. A nursing team member will take your pet's history over the phone, prior to coming out to your vehicle to bring your pet into the hospital. A specialist will examine your pet and call you to discuss your pet's physical examination finding and your pet's needs. Once a treatment plan is agreed upon, you may be asked to wait in the parking lot for diagnostics or treatments to be completed. Alternatively, we may ask that you leave your pet with us for testing and treatment.

Once initial diagnostics or treatments are completed, you can expect a call from our medical staff with an update.

When your pet is ready to be discharged from the hospital, a nurse or veterinarian will call you to review discharge instructions prior to bringing your pet out to your vehicle. A Customer Service Team member will collect payment over the phone at this time as well.

**If your pet has a medical emergency**, please call one of our hospitals prior to coming in so we know to expect you. You will be asked to call again when you arrive so a triage nurse can speak with you briefly about your pet's medical concerns. A triage nurse will then come to the parking lot to bring your pet into the hospital. At that time, we will give you an information sheet to fill out about your pet.

Once in the hospital, one of our nurses will triage your pet and assess his/her stability by measuring preliminary vital signs (e.g. temperature, heart rate, respiratory rate, mucous membrane color, overall mental status), also taking basic history into consideration. If your pet is deemed "stable", one of our doctors will examine your pet and call you to discuss your pet's physical examination finding and your pet's needs. Should your pet be experiencing a life-threatening emergency when you arrive, our staff will speak with you about "Emergency Consent" which gives us permission to perform preliminary diagnostic tests and treatments to aid in potentially life-saving stabilization of your pet. In these cases, it is deemed vital that the doctor start diagnostics and treatment prior to speaking with you in order to put your pet's best interest first. As soon as your pet has been stabilized, the doctor can safely leave the ER and call to update you on your pet's condition.

Depending on the nature of your pet's medical emergency, you may be asked to wait in the parking lot for diagnostics or treatments to be completed. Alternatively, we may ask that you leave your pet with us for a period of time for testing and treatment or admit them to the hospital. Once initial diagnostics or treatments are completed, you can expect a call from our medical staff with an update. If your pet's condition warrants hospitalization, expectation for communication will be established during this update. Should your pet's medical condition drastically change once you leave the hospital, you will be contacted immediately.

Your pet may be able to be transferred to your veterinarian in the morning for continued care, if desired by you and your veterinarian. Please call your veterinarian prior to transferring your pet so that they are prepared to see you. We will also communicate with your veterinarian about your visit to BluePearl. Should you decide to keep your pet at BluePearl, one of our doctors will assume the daytime care of your pet. When your pet is ready to be discharged from the hospital, a nurse or veterinarian will call you to review discharge instruction prior to bringing your pet out to your vehicle. A Customer Service Team member will collect payment over the phone at this time as well.

### **ICU Visiting Hours**

Due to the ongoing concern revolving around the novel coronavirus we have implemented additional protocols in our hospital to help ensure public safety. After much thought and consideration and in support of our community, public health, and overall wellness, we will not be allowing clients to visit with their pet while hospitalized. We understand that being separated from your pet can be stressful to both you and your pet. We will make sure that your pet is not only given the medical care they need but also plenty of love and attention. While we are not able to facilitate in person visit, we are happy to provide picture updates of your pet during their stay.

If your pet's condition drastically changes, you will be contacted immediately and in person visitation will be decided upon on a case-by-case basis.

We are currently allowing owners to be present for euthanasia, following the guidelines below.

With these limited in person visits, there have several guidelines put in place to ensure everyone's health and safety:

- Any person entering BluePearl must wear a facial covering.
- There will be a limit of two family members present during visitation. We ask that only one person be present in the room when one of our staff is present, including during the process of euthanasia.
- If your pet cannot leave the ICU, your visitation may be limited to a short period of time.

- No person under the age of 18 will be permitted to visit within the hospital. However, we may be able to arrange an in-car visit for some pets on a case-by case basis.