

ER Department

At BluePearl North Seattle, the health and safety of our patients, staff, and community is our number one priority. Please be assured that while we are taking extra precautions to reduce the spread of COVID-19 (Coronavirus), we are still committed to providing exceptional care to your pet. To assist us in our prevention efforts, we ask that you please consider the following precautions concerning both appointments and emergency situations:

- Upon arrival in the parking lot please stay in your car, and call the main clinic number: 206-364-1660 ext 1 to let us know what is happening with your pet and get further instructions.
- If you think your pet is experiencing life-threatening emergency please come directly inside the vestibule and press the button to the right in the vestibule to speak with client care.
- You will be directed to pick up the intake clipboard in the vestibule
- Please return to your car or exam room as directed to fill out the following paperwork.
- At this time the only clients allowed in the building will be those without cars to shelter in, and in rare extreme cases. This is subject to change at any time as directed by the medical director or BluePearl.
- Please stay in your car when your paperwork is done and your pet is ready for triage **TEXT 206-310-7828, include patient name in text**. If in an exam room please push the square button by the door to alert us that you are finished.
- If you have more questions or unable to text please call **(206-364-1660 ext 1)**
- The triage staff member will meet you in the front of the building or in the vestibule to collect your paperwork, pet and very brief history.
- After the doctor has examined your pet, we will call to get additional history, and discuss the case. The doctor will get additional history, and together formulate a diagnostic and treatment plan.
- Depending on the wait time to speak with a doctor, your pet may be returned to you in the car or room depending on: patient status (stability) and estimated wait time.
- Discharge instructions and payment will be performed over the phone.
- When your pet is ready to leave we will call or send a text message, a staff member will meet you with your pet in front of the building or in the vestibule. Discharge instructions will be emailed or a physical copy given to you when your pet is returned.

- Please respect the 'social distancing' recommendations and maintain a distance of 6 feet from others, and refrain from shaking hands.
- It is essential that anyone displaying symptoms of COVID-19 (fever, cough, or shortness of breath) or under quarantine alert staff immediately so that we may take necessary precautions and instruct you further.

We greatly appreciate your patience and understanding as we take extra precautions at this time. Our goal with these precautions will help protect staff, community and allow us to stay open to continue to provide remarkable care for pets.