



BluePearl COVID-19 Update: New Drop-Off Procedure

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 patients, staff, and community is our number one priority.

We are deeply committed to offering a safe and healthy environment for your pets and our hospital teams. To do this, we have implemented a drop-off procedure to ensure that our patients receive the best care.

COVID-19 Drop-off Policy: Interior Hand-off Method

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

- Please call the front desk upon arrival from your car. We can be reached at the following locations:
 - **Spring: 832-616-5000**
 - **Katy: 281-675-6000**
 - **Greenway (after hours & weekends): 713-999-9538**
- One of our team members will discuss the symptoms your pet is experiencing and ask for your information.
- A technician will call to let you know when we are ready to meet you at the front entry.
- Once in the hand-off area, our technician will take your pet to the back for assessment.
- Please take your leash/collar/belongings and proceed to the exit to wait in your car.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.
- When treatment is done the doctors or tech will call with discharge instructions. Once the pet is ready to be dismissed, the tech will instruct you to meet them back at the hand-off area.
- Payments will be taken over the phone for credit cards and clients will be billed for all other forms of payment.

Thank you for your understanding and please do not hesitate to call us with any questions.