



## COVID-19 Drop-off Policy: Curbside Method

Dear Valued Clients,

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

We are deeply committed to offering a safe and healthy environment for you, your pets, and our hospital teams. To do this, we are implementing a new drop-off procedure to ensure that our patients receive the best care. Should you need to bring your pet in, please review the following to be aware of the drop-off procedure.

### **COVID-19 Drop-off Policy: Curbside Method**

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

When you arrive at the parking lot, please call our front desk.

Phoenix: (602) 995-3757

Scottsdale: (480) 949-8001

Avondale: (623) 385-4555

Peoria: (623) 974-1520

- Our customer service representative will ask you about your pet's symptoms.
- 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.
- Using a disposable pen, 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 the main hospital for assessment.
- Your pet will be brought to the treatment area and assessed.
- We will determine if your pet needs to stay hospitalized for diagnostics or can be treated and released to you.
- Our medical team will call you with initial findings and secure authorization for diagnostics/treatment/hospitalization.
- You will receive a verbal estimate over the phone.
- Payment information will be taken at the time of the intake or discharge via a credit card that is handled with gloves, swiped into the machine and placed in a zipped plastic bag and returned to you.

Thank you for your understanding and please do not hesitate to call us with any questions. We're here for you, your patients, 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.

Sincerely,

Michael D. Petersen

Veterinary Relations Manager

(WA, CA, UT, NV, AZ) West Coast

BluePearl Specialty & Emergency Pet Hospital