

**OUR SERVICES**

Critical Care	Neurology &
Diagnostic Imaging	Neurosurgery
Emergency Medicine	Oncology
Internal Medicine	Surgery

BluePearl 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 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.

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

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

- From your car, please text the front desk upon arrival. You will find the number to text upon arrival in your parking spot.
- We will ask for the following: your information, pet information and the reason for your visit.
- One of our team members will call you to discuss the symptoms your pet is experiencing and provide payment information over the phone.
- A technician will call to let you know we are ready to meet you prior to entrance into the lobby to give you a collar with your pet's name to place on your pet.
- Once in the hand-off room, please place the pet inside one of the cages.
- Once the pet is in the cage, take leash/collar/belongings and proceed to the exit prior to the technician approaching.
- Our technician will take your pet into the main hospital for assessment.
- The cages will be immediately disinfected before the next pet arrives, including the latch and handle. The exterior door handle will also be disinfected between clients.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.

Thank you for your understanding and please do not hesitate to call us with any questions. We will continue to keep you informed as news and information becomes available.

**AFTER-HOURS ER**

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