

As news and information continues to spread about COVID-19, one thing remains the same: BluePearl North Dallas (formerly: Center for Veterinary Specialty + Emergency Care) has the health, safety and well-being of our patients, associates and community as our number one priority.

To continue offering a safe and healthy environment for clients, pets, and our hospital teams, we are implementing a change in our drop off procedures.

COVID-19 Drop-off Policy: Curbside Pick-up

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

- Please park in one of the numbered spaces in the front of our hospital.
- Please call the front desk from your parking space – 972.820.7099.
- One of our team members will call you to discuss the symptoms your pet is experiencing.
- We will also need the following: your information, pet information, and the reason for your visit.
- A Client Service Representative/Technician will call to let you know we are ready to retrieve your pet. We ask that you continue to stand 6 feet apart for safe distancing.
- The Client Service Representative/Technician team member will provide you with a hospital leash and ask that you place it on your pet.
- Once the hospital leash is securely attached, a Client Service Representative/Technician will instruct you to remove any personal items from your pet such as collar, leash, harness, etc.
- Our technician will take your pet into the main hospital for assessment.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization, including a CPR Code, if needed.
- The Doctor will call you regarding your pet's exam findings and discuss next steps.
- Once a treatment plan is determined and verbally approved, a member of the team will be calling you regarding payment.
- Once your pet is ready for discharge, a team member will call to inform you that they will be transferring your pet back to your care.
- Once the pet is secure with their collar and leash, we will instruct you to remove the hospital leash.

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.