



BluePearl Arden Hills COVID-19 Procedures

Updated Jan. 21, 2021

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 continue to receive the best care.

COVID-19 Drop-Off Policy

- Please call the front desk upon arrival from your car. **We can be reached at 763.754.5000.**
- One of our team members will discuss the symptoms your pet is experiencing and ask for your information.
- A team member will call to discuss transferring your pet, either from your car or bringing your pet into our vestibule.
- If brought to the vestibule, please place your pet into one of the kennels, take your leash, collar and 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 or hospitalization.
- When treatment is done, a doctor or technician will call with discharge instructions. Once the pet is ready to be dismissed, the technician will instruct you to meet them back at the vestibule.
- Payment information will be taken at the time of intake or discharge via credit card, cash or CareCredit. A payment link will be sent to you via text message.

Helpful Tips for Your Visit

We have been experiencing longer than normal wait times for our emergency visits. **Please be aware that some visits can be several hours before your pet is seen.** All patients will be triaged upon arrival and critical emergencies will be seen first.

- Our restrooms are not open to the public. The closest restroom is located at: Cub Foods, 3717 Lexington Ave. N, Arden Hills, MN 55126
- Make sure your vehicle has a full tank of gas, when feasible, to ensure you can stay warm while you wait.
- Bring your phone charger and make sure your ringer is turned on to receive our communications.
- A book or device with downloaded content such as TV shows or movies can help pass the time.
- We do have guest Wi-Fi, but it may not be reachable in all areas of our parking lot. There is no password to join our BPVP-Guest Wi-Fi.

Rest assured we are doing our best to get every patient treated as soon as possible. We have scheduled specialty appointments that may make it seem like some patients are seen in a timelier manner. Our emergency department does not operate on an appointment basis. Patients are triaged and seen in the order they arrived.

Please don't hesitate to reach out to us via phone or text to receive updates or if you have any questions.