

At BluePearl Tacoma, the health and safety of our patients, staff, and community is our number one priority. Please be assured that while we are taking extra precautions to reduce the spread of COVID-19 (Coronavirus), we are still committed to providing exceptional care for your pet.

To assist us in our prevention efforts, we ask that you follow these precautions concerning both appointments and emergency situations:

- Please return to your car and call the hospital to start the check-in process **(253.474.0791)**.
 - Please alert hospital staff immediately if:
 - anyone is displaying symptoms of COVID-19 (fever, cough, or shortness of breath) or
 - has traveled internationally or to an area in the United States with high incidence of COVID-19 in the last 14 days
 - If so, we will need to discuss the situation so that we may take necessary precautions and give further instructions.
- All clients and staff are to follow current Washington State mandated statewide requirement to wear face coverings.
- Our customer service representative will ask you about your pet's symptoms. If we determine that the situation is critical, we will get your authorization for emergency care and proceed as needed.
- We will then collect your information and your pet's information.
- The triage staff member will speak with you over the phone to get a brief history and then have you bring your pet to the front door.
 - If your pet is not in a carrier, please place it in the second section of the walk-in kennel.
 - Please remove all personal items (collar, harness, leash, etc.)
 - If your pet is in a carrier, please place it in the middle of the table.
- Using your own pen or a disposable pen, you will be asked to sign the Policy and Consent form to treat your pet.
- Further instructions will be provided by our staff regarding the next steps necessary based on your pet's needs.
- Payment will be taken at the time of the intake or discharge via credit card, Care Credit, cash, or check.
- After the doctor has examined your pet, they will call you with initial findings, formulate a diagnostic/treatment plan, and secure authorization and funds for care.
- When your pet is ready to go home, you will receive a call and be informed of discharge instructions. Discharge instructions will be emailed, or a physical copy given to you when your pet is returned.
- A team member will have your pet ready in our handoff zone.
- Please respect the 'social distancing' recommendations and maintain a distance of 6 feet from others.
- Protocols will continue to modify and develop as new information arises from Washington State and/or the CDC.

We greatly appreciate your patience and understanding as we take extra precautions at this time. Our goal is that these precautions will help protect our staff and community and allow us to stay open to continue to provide remarkable care for pets.