

OUR SERVICES

COVID-19 Contactless Check-in Process

If you are under quarantine restrictions or have been symptomatic, please notify a team member at check-in. Kennels and commonly used surfaces are disinfected between use by patients and clients.

For scheduled appointment check-in:

- Please **text** the hospital from your vehicle upon arrival at 616-284-5300 with your name, your pet's name, and your appointment time.
- A response text will be sent providing a link to the Intake Form found on our website. If not already completed, please fill out this form while you are waiting.
- An associate will let your care team know your pet has been checked in.
- When ready to start your appointment, a technician will call you to get a history, confirm a diagnostic and treatment plan. They will then instruct you on where to bring your pet into the hospital and will meet you there.
- Once in the designated receiving area, please place your pet inside one of the kennels or securely connect their leash to the carabiner clip on the floor.
- Once your pet is secure, please return to your vehicle. The technician will then take your pet into the main hospital and to the rest of your pet's care team.
- You will be kept up to date via text and/or phone call.

For emergency check-in:

- Please **call** the hospital from your vehicle upon arrival at 616-284-5300 and explain your reason for visit.
- An associate will record the necessary contact and patient information, notify the emergency staff of your pet's arrival, and request a technician come to the vestibule to receive your pet.
- When instructed to do so, please bring your pet into the Emergency vestibule, which is Suite F. Place your pet inside one of the kennels or securely connect their leash to the carabiner clip on the floor.
- Once your pet is secure, please return to your vehicle. A technician will then take your pet into the main hospital for initial triage and assessment with the veterinarian.
- A technician will call you shortly thereafter to record a thorough history and discuss the veterinarian's initial diagnostic and treatment recommendations.

Your continued patience and understanding is greatly appreciated. If you would like to contact us, please feel free to do so at anytime. We can be reached via phone, text or email:

(269) 491-3931

Info.grandrapids@bluepearlvet.com

Please be mindful of other clients and patients in your surroundings as we are a very high volume hospital. We are here to provide the gold standard of service and care to you and your pet, and cannot do so without your continued cooperation and support. Thank you!

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