



BluePearl St. Cloud COVID-19 Procedures

Updated Jan. 14, 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 closed lobby 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 320.258.3481.**
- One of our team members will discuss the symptoms your pet is experiencing and ask for your information.
- A team member will come out to your vehicle to get your pet from you. We ask that you wait in your vehicle until a care plan is established.
- Once the initial exam is complete, 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 bring your pet back out to your vehicle for you.
- Payment information will be taken at the time of intake or discharge via credit card, cash or CareCredit. In order to avoid contact, we will be taking most payments electronically. If able, we will send you a link via text to the appropriate secure payment portal that you will be able to complete independently from your phone.

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: Holiday gas station or Super America gas station (open 24 hours). Both are located on 2nd St.
- 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. The Wi-Fi is BPVP-Guest and does not require a password.

Rest assured we are doing our best to get every patient treated as soon as possible. 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.