



Thank You for choosing BluePearl Specialty + Emergency Pet Hospital

Online Check-in: Please continue to follow the prompts from our online check-in and text-messaging system. Please click on the provided link to complete the online registration. Once completed, you will continue to receive updates via text message, verbally or via phone during your visit.

Patient Transfers: If you have been transferred here from your regular veterinarian or another facility, please inform the staff upon your arrival.

Please keep your cell phone on and available for communication.

What to expect at initial triage:

- When you arrive for your emergency visit, we make every effort to ensure your pet is assessed by a veterinary nurse as quickly as possible.
- We work on a triage system, just like a human emergency room, and **pets with life-threatening conditions are prioritized.**
- We will obtain initial vital signs and assess your pet briefly in the treatment area.
- If your pet is stable at the time of arrival, we will return your pet to you to wait with you in the lobby, your vehicle, or at your home if appropriate. **We will communicate the plan with you once your pet is assessed.**
- Please stay at the hospital (either in the lobby or parking lot) until directed by a staff member.
- **The triage process takes time, depending on hospital caseload and other emergencies.** Our doctors and staff work extremely hard to provide quality care for as many pets as possible, and sometimes the volume and critical nature of emergencies we have present in the hospital is not directly visible to the public.
- **Please know the volume of cars in the parking lot does not reflect the number of patients inside. Please be patient with us. We care about you and your pet and are working as quickly and efficiently as we can.**

Wait Times (General Information):

- **Wait times can often be long. Due to the nature of emergency medicine, wait times can change instantaneously based on the severity of other emergencies arriving at our hospital.** We make every effort to make this as comfortable for you and your pet as possible.
- Once your pet is assessed, we will do our best to keep you updated periodically based on our hospital's caseload and the severity of your pet's emergency. **You can always press "0" in the check-in text thread to see your place in the queue.**
- If there are **any concerning changes to your pet's status while you are waiting**, please call us immediately on the main hospital phone number: **(503) 501-2375**, or **text via the online check-in thread**, or **inform a staff member at the front desk.**

We understand waiting can be stressful. Our team genuinely cares, and we strive to give you and your pet the most quality care possible. We thank you for your understanding and patience during your visit and request you treat our staff with kindness and respect.

Post-triage: You may be asked to wait in our lobby or at home. Our staff will direct you toward the option that is best for your pet.

If you have been asked to wait in the LOBBY with your pet:

- We will make every effort to **keep you updated in person or via text** on your pet's status and wait.
- Feel free to utilize our texting system or check in with the front desk at any time if you have questions regarding wait times.

If you have been asked to wait at HOME with your pet:

- If there are **any concerning changes to your pet's status while you are waiting**, please call us immediately on the main hospital phone number: **(503) 501-2375**. You can also text us via the check-in thread with less urgent questions.
- We can provide a **list of area ERs for you to contact** in the meantime to check wait times elsewhere if the wait time here is prolonged—you may request this via phone or text.
- When it is time for your pet to be seen, we will attempt to call or text you twice to return to our hospital for care. **If we cannot reach you within 15 minutes of our attempts, your pet's place in our queue will be forfeited.**
- When you arrive back at the hospital, please proceed to the lobby for re-triage.
- Because of the unpredictable nature of emergency medicine, **it is possible that we will call you back to be seen, you will arrive back at the hospital and your wait will again be extended because of other emergent cases arriving in that time period**. We do our best to communicate expectations with you in these situations and we appreciate your understanding.

If YOUR PET IS KEPT IN HOSPITAL and you go home to wait:

- Your pet is being kept in hospital because we feel it is best that **they are monitored by our doctors and staff**.
- Although your pet is waiting in hospital, depending on the stability of your pet's condition, **there may be an extended wait** until you are contacted by a doctor.
- **You will be asked to leave a payment for the Emergency Consultation** and any immediate treatments they need prior to your departure.
- **A doctor will call you as soon as possible to discuss a diagnostic and treatment plan for your pet.**

Payment and Financing

- Your pet's doctor will generate an estimate for any recommended diagnostics and treatments.
- **Payment is due at time-of-service and a full deposit must be taken on approved medical treatment plans.**
- Medical financing is available through Care Credit, www.carecredit.com - immediate approval can be given online.
- Please request the **high end of your estimate** when requesting financing through this service.

If there are more questions or concerns, please reach out. We care about you and your pet and are here to help you in every way possible.