So you're at the ER...
Now what?

HERE'S WHAT TO EXPECT ON YOUR VISIT

bluepearl™
specialty + emergency
pet hospital

Hospitals can be scary

We understand that bringing your pet to an emergency hospital can be a stressful experience, especially if it's your first time. Your pet is most likely scared, too. You can help by staying calm and letting your pet know they're safe.

Waiting is no fun

Our hospitals are seeing a rise in the number of emergency cases, and we are currently treating more pets than usual. As we need to see the most critical patients first, you will probably experience longer wait times.

New safety protocols are also impacting wait times, and it's taking our staff longer to help each patient.

The safety of our team, clients and patients is essential, and we'll continue to follow state and local guidelines to keep everyone safe and healthy.

Patience is a virtue

We're grateful that you've trusted us with your pet, and we are doing everything we can to provide the highest quality care as efficiently as possible.

Once your pet is in our care, we will be in contact with you about their condition and treatment plan.

Helping us help your pet

We want what you want: the best outcome for your pet. Working together, we can help them through this difficult time.

We appreciate your patience and understanding.
— Your BluePearl Care Team

Understanding our ER

To provide the best care for all patients, we treat the most serious cases first.

1 *Critical patients who need life-saving care*

Potential symptoms:
• Difficulty breathing
• Bloat (GDV)
• Excessive bleeding
• Poisoning
• Unresponsive
• Road accident
• Active seizures
• Unable to urinate

2 *Urgent care needed to stabilize pet's condition*

Potential symptoms:
• Vomiting
• Closed fracture
• Anorexia
• Sneezing
• Diarrhea
• Open wounds
• Difficulty walking
• Coughing

3 *Non-emergency, stable patients*

Potential symptoms:
• Skin conditions
• Irritated ears/eyes
• Chronic diseases
• Visible masses
• Limping
• Abscess
• Broken nail
• Ticks/fleas

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