



ANDOVER ANIMAL HOSPITAL

243 Newton Sparta Road Newton, NJ 07860
Tel 973-940-BARN(2276) Fax 973-940-0309
www.andoveranimalhospital.com

Vaccines for Cats

Vaccines are an important part of preventive health care for our pets. Cats are commonly vaccinated against some of the following diseases. Core vaccines should be given to all cats, whereas non-core vaccines are used on a case-by-case basis based on risk factors dictated by your cat's lifestyle.

Core Vaccines:

Rabies- A fatal viral disease that attacks the nervous system. Can be transmitted to people.

Herpesvirus- A virus that causes upper respiratory infections. Infections can be severe and/or chronic.

Calicivirus- A virus that contributes to upper respiratory infections.

Panleukopenia- A viral disease which can be fatal, especially in younger cats. Often called feline distemper. This virus causes vomiting and diarrhea.

Non-Core Vaccines:

Feline leukemia virus (FeLV)- A virus that can cause a variety of severe conditions, including anemia, suppression of the immune system and cancer.

Feline Immunodeficiency Virus (FIV)- This virus causes suppression of the immune system.

Thank you for choosing Andover Animal Hospital!

*Personal * Compassionate * Involved*

Getting Your Cat to the Veterinarian

Reducing the Stress of Veterinary Visits for You and Your Cat

Providing good health care, especially preventive health care, can allow your cats to have longer, more comfortable lives. However, this cannot happen unless they see the veterinarian for needed care. Many cats dislike going to the veterinarian, and that starts with the difficulty of getting the cat into the carrier. If we can make this step easier, the entire veterinary visit is usually less stressful.

The following tips will help make veterinary visits easier for you and your cat.

Understanding your Cat's Behavior

- Cats are most comfortable with the familiar, and need time to adjust to the unfamiliar. The visit to the veterinarian is often difficult because the carrier, car, and the veterinary hospital are usually unfamiliar. Respect your cat's need for time to become familiar with new situations, people and places.
- Stay calm. Cats can sense our anxiety or frustrations, which may cause them to become fearful or anxious.
- Cats do not learn from punishment or force. Give rewards to encourage positive behavior. For example, if your cat is sitting calmly in or near a carrier, give a treat. Likewise, rewards can be given to help your cat become familiar with the type of handling that may be encountered at the veterinarian (e.g., handling paws, ears and mouth). A treat is what is highly desirable to your cat, which may be in the form of food, play or affection. Be persistent and reward every time.

Helping Your Cat Become Comfortable with the Carrier

The goal is for your cat to learn to associate the carrier with positive experiences and routinely enter voluntarily.

- Make the carrier a familiar place at home by leaving it in a room where your cat spends a lot of time.
- Place familiar soft bedding inside the carrier. Bedding or clothing with your scent can make them feel more secure.
- Place treats, catnip or toys inside the carrier to encourage the cat to enter at home. Often, you will first see that treats are removed from the carrier during the night.
- It may take days or weeks before your cat starts to trust the carrier. Remain calm, patient and reward desired behaviors.
- If you still have trouble, you may need to assess the carrier itself.



Getting an Unwilling Cat into the Carrier

If your cat needs to go to the veterinarian right away, and is not yet accustomed to the carrier, the following may help:

- Start by putting the carrier in a small room with few hiding places. Bring the cat into the room and close the door. Move slowly and calmly. Do not chase the cat to get it into the carrier. Encourage the cat with treats or toys to walk into the carrier.
- If your cat will not walk into the carrier, and your carrier has an opening on the top, gently cradle your cat and lower it into the carrier. Another option is to remove the top half of your carrier while getting the cat to go into the bottom half, and then calmly replace the top as pictured above.
- Use familiar bedding inside the carrier. Consider use of synthetic feline facial pheromone (Feliway®) analog spray in the carrier at least 30 minutes prior to transport to help calm the cat.



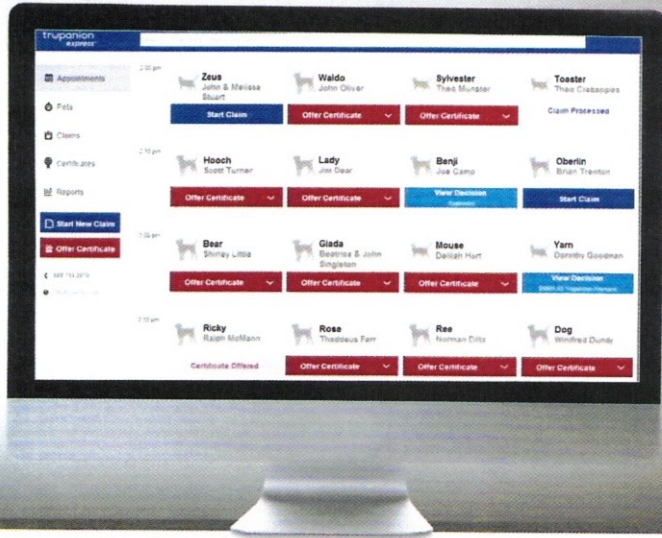
Coming Home – Keeping the Peace in a Multi-cat Household

Cats are very sensitive to smells, and unfamiliar smells can result in one cat no longer recognizing another. Aggressive behavior can occur when one cat senses another as a stranger. These suggestions can help avoid problems between cats following a veterinary visit:

- Leave the returning cat in the carrier for a few minutes to see how all of your cats react.
- If all cats appear calm and peaceful, let the returning cat out of the carrier.
- If you sense tension between the cats, or if previous home-comings have resulted in conflict, keep the cat in the carrier and take it to a separate room to avoid potential injury from an upset cat. Provide food, water and litter box for a minimum of 24 hours while it regains the more familiar smell of home.
- If there is still stress after this time, contact your veterinarian for more advice on slower introduction or medication to help the process.
- A synthetic feline pheromone (Feliway®) can help provide the sense of familiarity.
- For future visits:
 - Use familiar bedding or clothing with your scent, as it retains the smell of home and helps with reintroduction.
 - Use a synthetic feline pheromone (Feliway®).
 - Bring both cats to the veterinary practice together. This can prevent future conflict as both cats will carry the scent of the clinic.

trupanion™

Medical insurance for the life of your pet.



Helping you deliver
the best medical care
in just a few clicks.

trupanion express™
by Trupanion

THOUSANDS OF PRACTICES HAVE BENEFITED FROM USING TRUPANION EXPRESS



OVER **233,000**

claims paid through
Trupanion Express*



OVER **\$67 Million**

in claims paid directly
to partner hospitals



\$24,642

largest claim paid through
Trupanion Express



OVER **43,000** PETS

received access to care
through direct billing

Partnering with Trupanion will support your hospital:



SAVE TIME

Save valuable time and help
more pets:

- ✓ **Direct payments of invoices** at checkout.
- ✓ **No paperwork hassle** with one-click claims.
- ✓ **Less time discussing fees and treatment options** — save hours every week.**



INCREASE REVENUE

Improve the financial health
of your business:

- ✓ **Lower credit card fees with direct deposit** — up to 90% savings on fees.
- ✓ **Increased pharmacy sales** — 90% of Trupanion-insured clients fill prescriptions in-house.
- ✓ **More care provided** — insured pets visit 2X as often.



GET SUPPORT

Receive help whenever you
need it:

- ✓ **Dedicated account manager** and progress impact reports.
- ✓ **Educational materials** to share with our mutual clients.
- ✓ **Rewards and support** for the entire hospital team.

* Since May 2018

** Assuming 3-4 minutes spent discussing fees with each client.

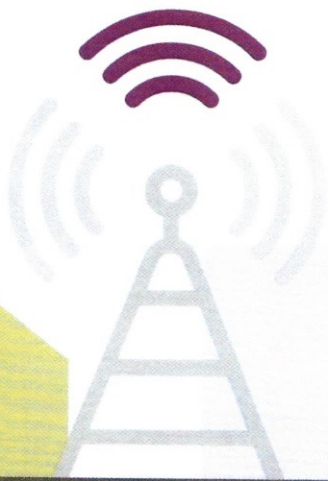
This is how Trupanion Express benefited a veterinary hospital in Portland, Oregon:

Saved time with
3,102
online claims
paid directly in minutes

Increased
revenue with
\$468,000
paid directly
to the hospital

\$9,400
Savings
in credit card fees

464
Trupanion-insured pets
received access to care
through direct billing



Join the thousands of hospitals already benefiting
from a partnership with Trupanion.

855.727.9085 | TRUPANION-EXPRESS.COM

trupanionTM
Medical insurance for the life of your pet.

Terms and conditions apply. See the policy at Trupanion.com/pet-insurance.

Trupanion is a registered trademark owned by Trupanion, Inc. Underwritten in Canada by Omega General Insurance Company and in the United States by American Pet Insurance Company, 6100-4th Ave S, Seattle, WA 98108. Please visit AmericanPetInsurance.com to review all available pet health insurance products.

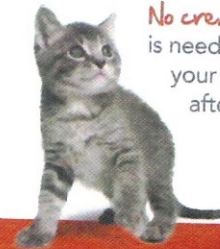


Petplan

lick your worries
with 30 days of
free pet insurance!

protect your dog or cat with Petplan! Activate your free policy within 24 hours of your pet's exam to get:†

- ✓ four weeks of protection against new accidents & illnesses
- ✓ 80% reimbursement of vet bills (up to \$1,000) with a \$100 deductible
- ✓ coverage that begins at 12:01 a.m. on the day after you activate your policy
- ✓ no upfront costs — your trial is completely risk-free!



No credit card info is needed to activate and your policy auto-cancels after 30 days.



activate your free trial within 24 hours! Visit www.TryPetplanFree.com on your smartphone or tablet at the vet's office or sign up online at home to claim your free month of Petplan. But hurry — the free trial offer is only valid within 24 hours of your veterinary visit! You can also call 866.467.3875 — customer care is available 24/7.

signing up is simple...it only takes two minutes

- 1 complete form (remember to get a signature from a veterinary staff member!)
- 2 activate online using your promo code within 24 hours of your veterinary visit
- 3 pat yourself on the back for protecting your pet!

use code

PET919222

activate your free trial within 24 hours!



veterinary hospital verification:

This signature certifies that the pet covered under the trial policy has received a comprehensive physical (including checking the knees) and a dental examination during their visit today.



name/title

signature

date

what do you get with Petplan? The whole kitten caboodle! Learn more on the back of this form.

Protect your pet today!

online: www.TryPetplanFree.com

call: 866.467.3875

testimonials

"If it wasn't for Petplan, Maggie would not be with us today. We can't praise Petplan and their customer service representatives enough for everything they have done for us. They are truly #1."

— Joy B.

"When I rescued my cat Sophie, I saw the vet first and called Petplan second. It's a company that has my back, that makes renewing a breeze, that keeps costs low and benefits high."

— Betsyann C.



"Without Petplan, we would not have been able to afford \$4,000 – \$5,000 in vet bills. Having Petplan meant we could make sound decisions about Boodle's care."

— Robert H.



how Petplan works

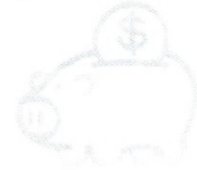
get treatment



file a claim



get reimbursed



it's that simple!

Upgrade to an annual policy anytime during your trial period to get a full year of protection against the unexpected — with no new waiting periods!†

- choice of 70%, 80% or 90% reimbursement
- full coverage for ALL hereditary conditions*
- up to unlimited annual coverage

plus, every policyholder gets:

- a FREE subscription to our acclaimed pet health magazine, *fetch!*
- a FREE subscription to our monthly newsletter
- a FREE glossy Petplan calendar each year (featuring policyholder pets!)

Petplan®



Activate your free trial today!
Visit www.TryPetplanFree.com
within 24 hours of this exam

Note: You must activate this Trial Policy by midnight on the day following your veterinary visit and complete wellness exam.

*Pre-existing conditions cannot be covered. Pre-existing conditions are those conditions showing clinical signs or symptoms prior to the policy effective date. See Policy for details. Upon claim submission, date of exam on this certificate must match date of exam in your pet's medical records from your veterinarian. Coverage for cruciate ligament injuries or abnormalities of the patella is afforded so long as the pat has been examined within the Trial Policy period and their knees are found to be free of pre-existing conditions. Other conditions may apply. See Policy Terms and Conditions for full details. Free Trial Policy Offer valid only once per pet. Your veterinarian receives no incentive or financial consideration from Petplan pet insurance for providing you with this Trial Policy Offer.

†Petplan free trial is not available in CA, FL, LA, ND, NY, PA, SC and WA. Terms and conditions apply. Coverage under any pet insurance policy is expressly subject to the conditions, restrictions, limitations, exclusions and terms of the policy documentation issued by the insurer. Availability of this program is subject to each state or province's approval and coverage may vary by state or province. Petplan insurance policies are administered by Fetch Insurance Services, LLC (Fetch Insurance Agency, LLC in Michigan), d/b/a Petplan (Petplan Insurance Agency, LLC in California) and underwritten by XL Specialty Insurance Company and XL Specialty Insurance Company - Canadian Branch, which carry the rating of A+ by S&P. Coverages may not be available in all jurisdictions. Information accurate as of January 2017. © 2017 Fetch, Inc. 3805 West Chester Pike, Suite 240, Newtown Square, PA 19073. Tel: 1.866.467.3875

01/2017 US-PPFITF

Protect your pet today!

online: www.TryPetplanFree.com

call: 866.467.3875

Why Petplan for our clients?

- **Simple, transparent & comprehensive - no additional riders/fees**
- **All hereditary and chronic conditions covered**
- **Alternative treatment therapies: Physical Therapy, Hydrotherapy, Chiropractic, Acupuncture, Stem Cell Therapy, Therapy Laser Treatment — all included, no riders**
- **Periodontal disease (including scaling & polishing, fractures & extractions)**
- **Prescription medications and nutraceuticals – included**
- **Average premium for dogs \$1-\$2 per day, cats \$25-\$30 per month**
- **No age limits for coverage and no lifetime limits**
- **Pet owner discounts: 5% for applying online, 10% medical service dog, 10% active or retired military (up to total of 10%), 10% AARP, 10% AAHA**
- **Non-routine exams - included**
- **Every dog and cat is an insurable pet**
- **Coverage Options: \$2,500 – unlimited per policy year**
- **New policy deductible: annual**
- **70%, 80% or 90% reimbursement**

