

McNeely Animal Hospital

New Client Information: Packages, Discounts & Communication



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Welcome!

We would like to take this opportunity to welcome you to our clinic. We look forward to our journey together!

At our locations we offer a total care facility. We want to meet the needs of our clients and their pets, and in order to do so we have access to up-to-date equipment.

Our clinics are equipped with digital radiology and a modern surgical suite. Our labs are equipped with Heska equipment that allows us to provide a full range of diagnostics. We offer most blood work profiles, urinalysis, fecal testing, radiographs, and a full range of diagnostic testing on location. This allows us to ensure that you, the owner, receive fast and efficient results!

We also aim to educate our clients, so we offer a wide variety of information and literature. Some of the topics include: heartworm, flea control, tick prevention, lyme disease, nutrition, oral care, and senior pet care. Our clinics are made up of a knowledgeable dynamic team who offers counseling on topics related to training, wellness, nutrition, weight control, and a variety of other topics. Our team is made up of an active group of individuals who have a genuine passion for continuing their education. Our Veterinarians, Technicians, Receptionists, and Assistants actively participate in updating their skills and knowledge. This allows us to provide you, and your pet with the best possible care available.

We offer a complete line of prescription diets to meet your pet's dietary needs, flea/tick/heartworm prevention and a comprehensive pharmacy that allows us to dispense medications that the veterinarian prescribes during the appointment time.

As valued clients, you can assist us with accomplishing our goal of providing excellent and reasonable veterinary care by discussing all concerns or questions with a member of our team.

New Client Checklist:

- o Set up client file with Reception with up-to-date information
- o Verify that you have received your "Welcome" email from Rapport
- o Learn of our packages and discounts that we offer
- o Be aware of our days and hours of operation
- o Have first visit with Veterinarian and ask all the questions you possibly can
- o Let your new pet be absolutely adored and snuggled
- o Register for your free one-month Trupanion pet insurance
- o Set-up online VetStore account
- o Ask for as many quotes as you would like

WELLNESS PACKAGE – ALL YEAR

More commonly known as “Vaccine Appointment”, we choose the term wellness because a visit with the vet isn’t just about a poke with a needle. With us, it is a time where the Vet examines the patient from the tip of the nose to the tip of the tail (probably gives a treat or two!), talks to the client and educates them about any questions they might have and of course discusses any concerns that may arise in the exam.

In this wellness appointment, we provide:

- Full physical examination
- Q&A between client and veterinarian
- Vaccinations (if required)
- Free nail trim
- Free 30-day Trupanion pet insurance
- Adaptil or Feliway/Stress-free exam for anxiety patients
- Of course, treats

If vaccinations are not required, we always recommend that the annual visit be made as a routine practice so that any prescriptions or flea/tick medication can be approved by the veterinarian the same day as requested without any issues.

DENTAL PACKAGE & DISCOUNTS - OCTOBER

Dental care is extremely important! The more we educate ourselves the more we want to educate our clients. That’s why we have developed a dental program where our veterinarians spend an entire month performing dental procedures at a discounted rate:

- 10% off Dental Procedure and X-Rays
- Free bag of Dental food

HERO DISCOUNT – 10% OFF

Our Hero Package recognizes all our brave heroes for doing the jobs that many of us cannot. What the clinics can do for you in gratitude is to provide the best care for your beloved pets. Whether they are service or companion, we offer a discount on services provided to make sure they are taken care of with gold star medicine and full hearts. Thank you for your service! We support you!

These Hero Packages can be used by:

- Military
- Police

- Firefighters
- EMS
- Nurses

*Please note that verification of employment will be required at time of first checkout. An alert will be placed on file for future transactions. *

SENIOR/GERIATRIC PACKAGE & DISCOUNT - FEBRUARY

We understand that you want as many years as possible with your beloved pets – we want that for you as well! Our equipment and qualified staff can help with our Geriatric Package which aids in preventative care.

Take advantage of our services and provide your loved pet with:

- Full consultation and physical exam by veterinarian
- Bloodwork, to check liver and kidney function
- T4 test, to check thyroid function
- Urinalysis, to check levels such as pH in the urine
- Phototherapy sessions

MULTI - PET DISCOUNT – 10% OFF

This discount is applied when a client brings in two or more of their pets at the same time for vaccine appointments.

SNAP 4DX CLINIC DISCOUNT - APRIL - JUNE

Did you know that there are four different types of ticks in Ontario as well as four different types of tick-borne diseases? All of which have their sights on our pets (and are not opposed to humans either!).

- On average, there are 130 dogs per year in Ontario alone tested positive for heartworm! Heartworm is transferred to dogs by mosquitoes, and it can take anywhere from 12 months to 6 years for symptoms to show!
- There are six different types of intestinal parasites, four of which are transferable to humans! Even

strictly indoor pets are at risk of intestinal parasites and fleas by eating rodents and flies. In fact, you can even bring parasite eggs indoors on your shoes! Just think of all those beautiful kisses you and maybe your children share with your pet... mmmm! Parasites!

Twice a year our clinic offers a walk-in clinic exclusively for our clients where they can bring their pets in to have their Snap 4Dx test done at a discounted rate and without an appointment.

The requirements: up to date physical exam and Rabies vaccination at any of our locations.

E-GIFTCARDS

The clinics offer gift cards for purchase! There are cards for different seasons, holidays, occasions, treatments and funny cards.

Gift cards are emailed to the recipient where they are given a code to present at time of checkout. The clinics will also receive notice when a gift card is purchased for someone and will make note of it on their file.

People/Clients can purchase gift cards for the following:

- Specific dollar amount
- Vaccine/Annual Wellness appointments
- Consultation appointment
- Grooming
- Nail Trim/Anal glands
- Surgery/Spay/Neuter
- Food
- Flea/Tick Medication

PETDESK NOTIFICATIONS

Our clinics use a veterinary system called PetDesk to send out:

- vaccine reminders
- appointment confirmations
- appointment reminders and more!

When a file is made at any of our locations, the email address provided is automatically added to our Rapport database and based off the pet's information, an email will be sent whenever a patient is due to be seen. Of course, we can't forget to mention the Birthday emails!

It is important to make sure that you receive your "Welcome" email when your file is made at our locations so that you can receive these notices. If you do not receive this email after 24 hours, please call our clinics and one of our team members will gladly help you.

This system is also used to let clients know about any offers and/or discounts happening in clinic or an exciting promotion happening to help clients give their pets the best medical attention at the best cost.

FACEBOOK/INSTAGRAM

Social Media is an essential tool for instant communication and helps us to communicate better with clients, address issues instantly, help create awareness for pets or members of the community in need, and more!

This form of instant communication is where our clinics advertise discounts, offers and even create some really fun Challenges! These Challenges are used so that our amazing clients can have a chance to win free gifts or discounted services. It creates a sense of unity where clients can interact with us and be connected all year and not just for their pet's annual visit. We love seeing our patients throughout the year and watching how they are growing. Our clients are always welcome to share a picture or send us a message with updates.

We also use Facebook as a way to communicate if our clinics need to close suddenly due to poor weather conditions. It offers us the chance to let our clients know our holiday hours, if we have to close early or open late. It lets us educate our clients about the seasonal dangers (extreme heat in the summer, or extreme cold in the winter) and even the holiday dangers of what our loving pets could possibly eat that can be or are dangerous.

VETSTORE – ONLINE ORDERING: FOOD & MEDICATION

My Vet Store gives a whole new meaning to the term "online shopping"! Go to our website or ask our staff to help you create a personal account to order food, medication, toys and other pet supplies.

With online ordering you can even set up automatic reorders and receive your food orders at a discount! Does it get any better than that?

Yes! It does actually! On food orders more than \$100 there is free shipping to your home. If your order is less than \$100, have it shipped to one of our locations for no extra shipping costs.

PAYMENT ASSISTANCE: PET INSURANCE

The joy of owning a pet can momentarily be forgotten when faced with an emergency. In these moments' clients can be faced with uncertainty and fear about the unknown.

With our locations we strive to make sure that our patients are protected in every way they can be. We do this by of course offering gold-standard medicine and having our heart at the core of everything we do and offer. We constantly educate ourselves and put that education into practice.

Our clinics practice offering pet insurance where we can submit claims online directly in the clinic. For patients that use Trupanion insurance we are able to know and process claim approvals within five minutes.

PAYMENT ASSISTANCE: THIRD PARTY

Our locations also work with third party companies that can supply funds for emergency treatments and/or procedures based on client information.

We see this option used for emergency needs such as broken bones. These companies have a significant approval rate and are easy to work with to obtain the borrowing amount and offer monthly payments.

FAQ

EMERGENCY HOURS?

Our clinic is open:

- Monday to Friday 8am-6pm, with a Veterinarian on staff from 9am-5pm
- Closed Saturday, Sunday and all Statutory Holidays.

If you encounter a medical emergency after 5pm Monday to Friday, or on Saturday or Sunday, we ask that you contact an emergency clinic.

Our doctors want to provide excellent quality medical care to our patients, and in order to do so, they need a quality night's rest. The doctors at the emergency clinic are prepared to be with you and your pet all night, and have the staff and facility to accommodate your emergency needs. You are welcome to have your pet transferred back into our care once our clinic is opened, and the emergency clinic will forward us your pets chart notes from their stay.

SPAYING AND NEUTERING

Small breed puppies and kittens can be sterilized as early as six months of age and large breed puppies as late as 18 months. Our Veterinarians are happy to discuss your options with you, to meet the needs

of your individual pets.

When your canine or feline pal comes in for their sterilization procedure, they must be fasted after midnight the night prior, and that they arrive at the clinic at 8:30am the morning of the procedure. Your pet will go home that same evening with a time set up with your technician, however you do have the option to keep your pet here in hospital overnight. We will go over written homecare instructions with you at the time of discharge.

MICROCHIPPING

Microchipping is a recommended method of identification for your pet. A small microchip is placed just under the skin between your pet's shoulder blades. Each microchip has its own individual identification number, which is then registered to your pet and your contact information. The microchip has become a universal tool in helping to identify and reunite pets with their owners when they are found.

FLEA / TICK / HEARTWORM PREVENTATIVE

We carry a variety of parasite prevention in clinic. We are happy to discuss options with you and help you choose the best product to meet your needs.

Fleas are a common problem and even the most well-loved pooch can become a host. If your pet becomes infested with fleas, it can become very frustrating and difficult to get rid of them. In addition, a flea infestation often leads to intestinal worms and other health problems.

Ticks are becoming an increasingly common problem. As their population increases, so too does the risk for tick diseases, such as Lyme disease. Ticks become active at temperatures between 4°C and 20°C, so they are at the height of their activity in spring and fall.

Heartworm is a deadly parasite which can be easily prevented. Heartworm is transmitted by mosquito bite. Therefore, preventative measures are used during the seasons that mosquito activity is prevalent. We recommend preventatives be started June 1st of every year. We also advise that a heartworm test be run every year, to ensure that the preventatives are working effectively.

Thank you for taking the time to read about us and everything we offer, if you have any questions please don't hesitate to reach out and we will be happy to assist you. We look forward to seeing you!

- The Team at McNeely Animal Hospital