



WELLNESS PLANS: A PATH TO GOLD-STANDARD CARE

What are Wellness Plans?

Tower Road Animal Hospital's wellness plans are packages that provide all recommended wellness services for one year. We know you want to provide the best care possible for your pets – and we also know that the cost of good veterinary care can quickly add up. We **want** you to have options when it comes to providing your pet with the gold standard in wellness care. Our wellness plans make complete care more accessible by breaking the costs for these services into low monthly payments instead of one or two big bills.

What's Included in These Plans?

Puppies and Kittens: All Puppy and Kitten wellness plans (the “Puppy Love” and “Kitten Caboodle” plans) include the following:

- 3 Well-Puppy/Well-Kitten Examinations
 - Routine dewormer at every wellness visit
 - Heartworm testing (dogs)
 - Microchip implantation & registration
 - All recommended vaccinations*
 - Stool parasite exam
 - FeLV/FIV testing (cats)
 - \$25 co-pay for any non-wellness visit (illness, injury, emergency) – unlimited during plan year
 - Discount on non-wellness services (x-rays, diagnostic tests, etc.)**
 - 6 free nail trims every year
- **Puppy Love & Kitten Caboodle COMPLETE Plans include all of the above plus the comprehensive spay/neuter package.**

Adult Animals: There are 3 levels of care available for adult animals: **Companion, Companion Plus, and Companion Platinum**. All adult dog/cat plans include the following:

- Semi-Annual wellness exams
- Routine dewormer at every wellness visit
- Heartworm testing (dogs)
- All recommended core vaccinations.*
- Stool parasite exam
- Annual wellness blood panel and urinalysis
- \$25 co-pay for any non-wellness visit (illness, injury, emergency) – unlimited during plan year
 - Discount on non-wellness services (x-rays, diagnostic tests, etc.)**
 - 6 free nail trims every year

- **Canine/Feline Companion COMPLETE Plans include everything in the Companion Plans plus the basic dental cleaning package (\$300 value).**
- **Canine/Feline Companion PLATINUM Plans include everything in the Companion Complete Plans, plus annual chest/abdomen x-rays, blood pressure, and thyroid check (best for senior pets).**

What are the benefits of a wellness plan?

Simply put, when your pet is on a wellness plan, you can rest easy knowing you are providing them the best preventative care possible. All our recommendations are based on the most current, expert guidelines from groups like the American Animal Hospital Association, the American Association of Feline Practitioners, and the American Veterinary Dental Society. Twice-yearly exams mean subtle problems are caught sooner, and our vaccination and testing protocols equal comprehensive wellness.

In addition, the wellness plan Member Benefit of reduced-cost copays and discounts for non-wellness visits gives you added peace of mind if your pet does get sick or injured, and makes it easier for you to seek care for an unexpected emergency.

How Much Does it Cost?

There is a one-time \$99 enrollment fee for the first pet, and \$79 for each additional pet.

Plan	Cost*	Discount on non-wellness services**
Puppy Love/Kitten Caboodle Plans	\$33/month	10%
Puppy Love/Kitten Caboodle Complete Plans	\$53/month	10%
Canine/Feline Companion Plans	\$24/month	5%
Canine/Feline Companion Plus Plans	\$44/month	10%
Canine/Feline Companion Platinum Plans	\$64/month	10%

How Do I Sign Up?

Just pick whichever plan you prefer and ask any staff member to get started. Payment plans are through credit/debit card or checking account withdrawal. We use an outside company to process these payments, and your financial information is not captured/stored at Tower Road Animal Hospital. The Enrollment Setup Fee (\$99) and the first month’s payment are due at sign-up.

How Do I Use The Services On My Plan?

Wellness plan covered services are available **immediately** when you sign up for a plan. Just call and schedule an appointment. Once we set up the plan our software will automatically deduct the costs for included services as you use them. We’ll also send you reminders when your pet is due for their semi-annual checkup.

An Important Question: Is This Pet Insurance?

No. Wellness plans are a way to make providing the best preventative care recommendations easier and more accessible to our clients. They include only the preventative services listed above; they are NOT insurance and additional costs will be incurred should your pet need other diagnostics, treatments, procedures or services in the future. However, keep in mind that all wellness plan Members receive **unlimited** \$25 copays for any non-wellness visit (normal price \$45), AND a 5-10% discount on all other services. **

What Else Do I Need To Know?

- Plan payments will draw from your credit/debit card or checking account on the **20th** of each month. Payment plans will also auto-renew annually unless canceled in advance. (Puppy/Kitten plans will automatically renew as the Canine/Feline Companion Plans).
- You can cancel your wellness plan at any time. If you have used more wellness plan services than you have paid for at the time of cancellation, the total **undiscounted** amount for those services will be charged to your account at the time of cancellation.

The Fine Print:

*Plans can be customized to include non-core or "lifestyle" vaccinations; the cost of these add-ons will be added to the overall plan price. A staff member can help you determine which vaccines are recommended for your pet.

** Wellness Plan Member Discount does not apply to the following: Prescription diets, Specialist Fees, special-order items (including compounded medications), e-collars, housecall fees, cremation services.

Plans which include a surgery (spay, neuter, or dental cleaning) cover the basic surgery/dental package. Additional or concurrent procedures (such as mass removal, hip x-rays, etc.), extended anesthesia time, dental extractions or oral surgery, non-standard injections, or medications prescribed to go home are not included in the plan price but will be discounted at the applicable wellness plan Member Discount rate.

Wellness plan Member Discount cannot be combined with other discounts (Military, Senior Citizen, etc.), coupons, or promotions including wellness plan covered services.