

Mar Vista Animal Medical Center

RESCUE AGREEMENT

Thank you for your interest in registering as a rescue group with our hospital. We offer a substantial discount to registered rescue groups, which is possible only if certain expectations are met.

WHY WE PARTICIPATE IN RESCUE:

There are several reasons why we like to help rescue groups the way we do.

- First, we are all on the same team of helping animals live long, healthy lives full of love. Since we are working to the same goal, we want to help you with your very important work.
- Second, rescue is in the business of finding homes for animals and these animals will need primary care doctors. We hope to continue our relationship with many of these patients after their adoption and hope that you will encourage your new pet parents to patronize our hospital.
- Third, veterinary practice is a seasonal business, which undergoes waves of busy and slow times. When we have “down” time, we would like to fill it with patient care, even if that means discounted patient care. It keeps us sharp. It keeps us busy and is mutually beneficial to both of us.

WHAT YOUR ORGANIZATION GETS (the “rescue discount”):

Our rescue arrangement is relatively simple.

- Examinations are performed free of charge as long as the animal is dropped off for examination at our convenience. If you wish to schedule an appointment during our office hours, there is a 25% discount from the regular office call charge.
- Services available at our Sunday clinic rate are performed at that rate for you at all times. (In other words, Sunday pricing is available to you at all times, not just Sundays). This includes vaccinations, dewormings, heartworm and leukemia tests. Prices are subject to change without notice once or twice a year as our distributors change their prices on a similar schedule and we must keep up. (The current price list is provided on a colored tear-off paper). Up to date pricing is shown on our hospital web site at marvistavet.com.
- Other services and products are provided at a 25% discount.
- One person from your organization may get the above rescue discount for their personal pets. (Usually this is the head of the organization but can be someone else depending on who lives near the hospital etc.)
- Your group will be listed on our Recommended Rescue Groups web page.
- Most months we feature a pet for adoption in our newsletter. Hospital owned animals are prioritized but if there are none of those, we will select one from one of our rescue groups. This improves the pet’s exposure to the public greatly.
- Special payment terms – see below.
- In an effort to save on postage expenses, we do not mail vaccination reminders cards for rescue group owned animals. We expect you to manage this on your own.

PAYMENT TERMS

As a sanctioned rescue group, you are allowed delayed billing for fees. For regular clients, payment is due at the time services are rendered. For rescue groups, charges are due on the first of the following month and you will receive a bill. You have that month to pay these accumulated charges. (example: a dog is neutered and vaccinated on April 22nd. These charges will appear on a bill printed on May 1st and you have until June 1st to pay this bill.)

Of course, you may pay as you go or make deposits on your account as you wish as long as your balance due is paid before it is overdue.

OVERDUE CHARGES

Charges become overdue if they are not paid by the end of the month for that bill. In this situation, you may not bring more animals into our hospital until these charges are paid and any animals in the hospital at that time should be removed until the bill is made current. (In the example of the dog neutered/vaccinated on April 22nd and billed on May 1st, if the bill remains unpaid on June 1st, you may not bring any new animals to us until the bill is paid.) The idea is that we do not want your bill to continue to go up if you are having trouble paying it. We have had problems with rescue groups running up bills they could not pay in the past and the above policy is helpful to keep everyone out of a difficult situation.

COLLECTIONS AND AGREEMENT TERMINATION

If another month goes by and the bill is STILL unpaid (the dog neutered April 22nd remains unpaid for by July 1st), the account goes to collection and your relationship with our hospital is terminated.

Sometimes rescue receives donations for a specific patient. At our hospital, payments go towards your account in general rather than towards a specific patient. Your end of the month statement will reflect a listing of all received payments and a separate listing of all charges. Please take this into consideration for any accounting.

WHAT WE EXPECT FROM YOU: HOSPITAL POLICIES

- We expect you to honor the policies of the hospital. This means that your workers are not free to roam in our hospital un-escorted, must adhere to designated pet visiting areas, must follow our policies regarding vaccinations.
- Please be cognizant of our hours. Bringing a sick patient at closing time means very little treatment can be accomplished.
- Prospective owners are welcome to meet potential pets at our hospital but please have a representative from your group present for this. Our staff has hospital duties to perform and cannot be expected to show pets to new owners for you.
- In general, we will see your pets on a “drop-off” basis as our scheduled appointment times are for our clients who pay full price. If our appointment schedule is open, then we can see your animals in the traditional exam room format. The reason for this is because one of our goals in offering a rescue discount is to fill our down time, not take away from our regular business. Please schedule accordingly and keep in mind that our time for evaluating drop offs is from 12-3 on weekdays and 12-1:30 on weekends. If our schedule permits, we will accommodate our drop-off patients earlier but have the expectation that they will be examined during the hours above.
- Please call when you will be bringing patients to us as we may not have an appropriate cage size available.
- If you wish to take an animal out of the hospital for a visit or to meet a prospective owner, let us know when the pet is expected to return. Sick patients may be restricted in terms of how long they are out of hospital. No one wants a sick patient to miss treatments.
- Please make it clear whom we are to contact with regard to estimate approval for each patient.
- If you wish to visit a hospitalized patient, please call first to avoid having to wait while an appropriate staff member becomes available to assist you. If we know when you are coming, we can plan ahead.
- We share and provide web content with the Veterinary Information Network, VeterinaryPartner.com and eVetsites. In accepting this rescue agreement, you are giving us permission to use images of your pets for educational and promotional purposes on the internet as we see fit. Typically, images are used as examples of disease conditions, examples of types of treatments in use etc.

Litters of puppies and kittens are charged as individuals with regard to boarding unless they are nursing and dependent on their mother who is housed with them. In this situation they are charged at a litter rate as a group and are charged as individuals when they are weaned even if they are still housed in a group or with their mother.

THE TRUPANION PET INSURANCE PROGRAM

The use of Pet Insurance by rescue groups is typically under-utilized because of perceived expense. It may or may not be useful to you depending on how often you find yourself with an animal that breaks with a surprise medical condition. The idea is that the expense of buying one month of insurance for every animal is off-set by the savings when insurance pays for the occasional animal that breaks with an expensive condition. You will need consider how many animals you take in versus how often one of your animals breaks with a chronic condition making adoption difficult or an expensive condition cutting into your ability to help healthier animals.

Here is how you might find pet insurance works to your advantage:

- Assume that when there is a surprise medical condition for one of your animals, it is probably going to be discovered within the first month that you have taken charge of an animal.
- Have your animals examined shortly after they are obtained and sign up for a month of Trupanion insurance. If they are signed up within 24 hours of a veterinary check up, there is no waiting period on coverage and the activation fee is waived. This means that coverage kicks in immediately for any problem that was not evident during the examination.
- The price of the month of insurance depends on the deductible you choose. For example, the cost for a 4 year old mixed breed dog with a \$200 deductible would be approximately \$75. The cost for a 3 year old cat would be approximately \$50. Older animals cost more and younger animals cost less. Lower deductibles cost more and higher deductibles cost less. A specific quote can be obtained for a specific animal at Trupanion.com by entering the specific animal's information.
- This means that if the animal ends up breaking with any problem that was not apparent during the qualifying exam then that condition is covered. You pay your deductible (we frequently waive the deductible depending on the anticipated total bill) and Trupanion pays 90% of your animal's medical bill (we frequently waive the other 10% depending on the nature of amount of the bill). In many cases, the animal can be treated for free at our hospital or at a 90% discount at another hospital.
- If you end up with an animal with a surprise chronic problem, your expenses are covered by insurance as long as you continue to pay for the insurance. It is your option to discontinue insurance after the first month, transfer it to the adopting new owner, or continue it.
- When an insured animal is adopted by a new owner, the insurance can be transferred to the new owner so that they can continue it. In this way, an animal with an on-going problem is more adoptable because it already has coverage. Further, any new problems will not be excluded as pre-existing if the owner simply takes over insurance payments. If the new owner wants to change insurance companies or do something else, however, coverage for an existing covered medical problems will be lost.

Offering insurance for animals with on-going medical issues can make an unadoptable animal into an adoptable animal. If the expense of a majorly sick animal is more than the cost of insurance for all new animals, then it is probably worth participating in the program. If you have further questions about how this program works, please contact us.