

At Ovens & Kiewa, we are focused on trying to improve the health of all pets. The best way to do this is through prevention. We have therefore developed this community focused program to make it easy and cost effective to take the best possible care of your pet from day one.

One of the issues that we unfortunately see too often in Australia are cases of preventable diseases such as parvovirus, which kills many young dogs. We want to increase the vaccination compliance within our local community to ensure that the cases we have seen already this year are not repeated. Within the **WellnessProgram**, vaccinations are included at a considerable discount.

We are all pet lovers and, as a result, want to try to promote excellent pet health within our community. We are always trying to think of new ways to make life easier for our patients and pet parents! With this in mind we have created an interactive website where you can ask questions and receive basic pet care advice.

Visit [ovensandkiewavets.com.au](http://ovensandkiewavets.com.au) and ask away!

If you have any questions please call our team at Ovens & Kiewa Veterinary Hospital on 03 5752 1235.



# WellnessProgram

## A FEW FACTS TO KNOW



Being a responsible pet owner can become quite costly when considering annual vaccinations, microchips and health checks.

Our **WellnessProgram** is designed to make looking after your pet simple and affordable.

Providing your pet with the care they need benefits their long-term wellbeing.

This program is aimed at preventing disease, detecting any health issues early on and maintaining your pets health through regular check-ups.

Our new **WellnessProgram** is designed to enable pet owners to provide the best care for their pets.

### Ovens & Kiewa Veterinary Hospital

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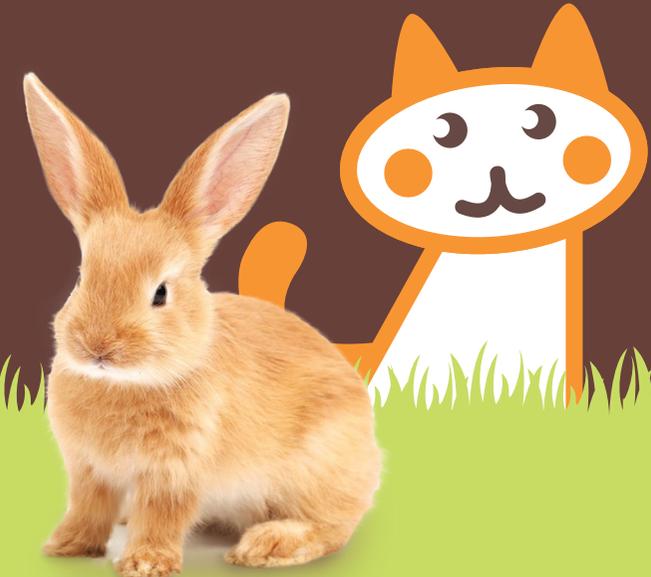
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Your partner in petcare

# WellnessProgram

Essential preventative health services and peace of mind for one small monthly fee.



## So here's how it works:

### A few facts you need to know

The **WellnessProgram** provides an all-inclusive list of preventative healthcare treatments and services to members for a small fee of \$49.95 per month, with an upfront fee of \$90.00, which will be direct debited from your account. It's a hassle free and no stress program designed to benefit the health of your pet.



Our **WellnessProgram** helps make looking after your pet simple and affordable.

### What is the **WellnessProgram**?

Becoming a member of the **WellnessProgram** will allow your pet to receive preventative healthcare treatments and services at no extra cost.



### This Program includes:

- Annual Vaccinations
- Unlimited sick pet consultations
- Micro-chipping
- Nurse Nail Clips
- Nurse dental checks
- Nurse Anal Gland Expression
- Annual Diagnostic Blood tests
- Annual Diagnostic Urine tests
- \$150 Dental Discount for Scale and Polish (per annum)

### Is the **Wellness program** Like insurance?

No. It is important to note that this is not an insurance policy. Most insurance policies are designed for when pets become unwell, or have accidents and injuries. They don't cover the preventative health issues that the **WellnessProgram** covers.

We recommend combining the **WellnessProgram** with Pet Insurance for total peace of mind.

You can receive preventative health care and services all year long for **\$49.95** a month



## FAQs

### What are the Terms and Conditions?

- Every pet participating in the program will need to have a working microchip. This will be done if your pet does not have one already.
- After hours fees still apply, however the standard consult cost will be deducted.
- Core vaccines are included for this program. For Cats this is F3, and for dogs this is C3 & C5. Puppy vaccines are included if applicable to pet.
- Vaccines will be given in the frequency as directed by the World Small Animal Veterinary Association Guidelines.
- Additional fees apply for extended consults.
- Medication and treatment costs are charged as normal.
- All consultations or vaccinations are offered by appointment only.
- A \$40 no-show fee will be charged to clients who do not show up for a scheduled appointment.
- If a pet passes away, it is the responsibility of the owner to contact the direct debit company to cancel the policy. There may be a delay of one month when canceling a policy.
- Blood tests include either Pre-GA or comprehensive with CBC. This is at the discretion of the vet.
- There may be a waiting period of 6 months before your pet can access the blood testing.
- Fee may be subject to a once yearly rise no more than the rate of inflation. Any price changes will be communicated before being implemented.
- Dental discounts cannot be used in conjunction with any other discounts.

No stress program designed to benefit the health of your pet