

Attachment nr 2 to Pethelp voucher regulations "Package Details"

PLATINUM PACKAGE FOR DOG	
Service	Amount / description of services per year
Preventive health check-up	3
Illness visit	6
Follow-up visit	6
Annual preventive health care plan	1
Laboratory tests	1 standard blood test
	1 extended blood test
	1 thyroid blood test
	1 standard urine test
	1 general urine test
	2 fecal flotation test
	1 stool examination - Giardia test
Antiparasitic drugs co-fund	100 PLN
Vaccinations	1 rabies vaccination
	1 vaccination against other infectious diseases (distemper, parvovirus, adenovirus causing acute hepatitis, parainfluenza)
	1 kennel cough vaccination
	1 leptospirosis vaccination
X-ray	1
Ultrasound scan	1
Cardiology consultation	1
Blood pressure measurement	1
Thick removal	3
Thick examination	3
Ears cleaning	3
Anal glands expression	3
Claw clipping	3
Microchipping	1
Nutrition consultation	1
Behavior consultation	1

1. The **preventative health check-up** contains the following components: general assessment (heart rate, body temperature, respiration, auscultation of the pet, lymph node probing), mouth/dental inspection, skin and coat condition, weight, and overall condition of the pet. The veterinarian will also ask about your pet's medical history, hunger, excrement, urination, and nourishment. This type of visit is for healthy animals to reduce the risk of disease development, and the goal is to detect potential chronic/subclinical diseases. This is not an appointment to a veterinary specialist. It is not valid for night shifts, holidays, or home visits. The cost of this appointment does not include any medications.
2. An **illness visit** involves an interview, a general clinical examination, diagnosis, determination of treatment approach, and assessment of the necessity for additional diagnostic testing. Consultations with specialists are not included in the visit. Night hours, holiday shifts, and house visits are not covered by the visit. The cost of this appointment does not include any medications.

3. **The follow-up visit** comprises a clinical evaluation of the patient as well as the continuation of earlier recommendations. The visit does not cover the cost of prescribed medications, and it does not apply to specialist consultations, night and holiday shifts, or home visits.
4. **Preventive health care plan** is a recommendation on when to do preventative visits and tests that will be supplied when a pet owner completes a short questionnaire about the pet's health. After completing the survey, the plan will be available in the customer panel within 4 business days.

5. Blood tests

Standard blood test	~ 7 biochemical parameters + morphology
Extended blood test	~ 11 biochemical parameters + morphology
Thyroid blood test	T4 and fT4

We allow our veterinary clinic partners to choose which laboratory tests blood samples, therefore the number of analyzed parameters may vary in some circumstances. Our partners are aware of our requirements, and they aren't allowed to use a completely different amount of parameters in the test.

6. Urine tests

Standard urine test	~ 10 parameters
General urine test	~ 10 parameters + sediment test + protein-to-creatinine ratio

We allow our veterinary clinic partners to choose which laboratory tests blood samples, therefore the number of analyzed parameters may vary in some circumstances. Our partners are aware of our requirements, and they aren't allowed to use a completely different amount of parameters in the test. The cost of this service does not include the collection of a urine sample.

7. **Fecal flotation test** – a test used to identify parasites located in an animal's digestive tract. It is carried out using the flotation method, which detects eggs, cysts, and oocysts of internal parasites.
8. **Stool examination - Giardia test** detects antigens of the Giardia spp parasite. It is performed with a fast antigen test from an animal's feces sample.
9. **Antiparasitic drugs co-fund** - therapies against fleas, ticks, and intestinal parasites. A veterinarian will choose the best treatment for your pet.
10. **Rabies vaccination** includes a vaccination qualifying visit (clinical evaluation), the vaccine, and its administration. The veterinarian may employ rabies vaccines that are currently on the market. The service does not involve the injection of vaccines in combination with other infectious diseases. The veterinarian makes the decision on the vaccination preparation/manufacture.
11. **Vaccinations against other infectious diseases** are administered by a veterinarian using commercially available formulations. The doctor makes the decision on the vaccination preparation/manufacture. A vaccination qualifying visit (clinical examination), one dosage of the vaccine, and its administration are all part of the basic vaccination (distemper, parvovirus, adenovirus, and parainfluenza). The administration of leptospirosis and rabies vaccines is not included in the service.
12. **Kennel cough vaccination** includes a vaccination qualifying visit (clinical examination), one dosage of the vaccine, and its administration. The veterinarian decides on the vaccination preparation/manufacture.

13. **Leptospirosis vaccination** is a protection against the bacterium *Leptospira* spp. The veterinarian makes the decision on the vaccination preparation/manufacturer. The service includes a vaccination qualifying visit (clinical evaluation), one dose of the vaccine, and its administration. The administration of combination vaccines is not included in the service.
14. **Ultrasound scan** comprises a prophylactic assessment of the abdominal cavity. It excludes an ultrasonic examination of another body part.
15. **X-ray exam** comprises up to three projections of a single illness condition, as well as a description. The cost of medications used to premedicate the patient is not covered by the package.
16. **A cardiology consultation** is a visit to a veterinarian that includes an interview, an auscultatory examination of the patient, and an echocardiogram. It excludes blood pressure measurement and an ECG examination. This test is performed in a painless and non-invasive method for the patient by positioning the echocardiography machine's head near the heart. It enables a comprehensive evaluation of the heart and its structures.
17. **Blood pressure measurement** is an important part of a clinical examination that is done using a particular probe and cuff. The pressure is measured on the front or back paws, as well as the tail. It enables the early diagnosis of hypertension and associated illnesses, such as renal failure.
18. **Tick removal** - If a tick is embedded in your pet's skin, it should be removed as quickly as possible. The longer a tick feeds, the greater the risk of transmitting tick-borne diseases such as babesiosis.
19. **Tick examination** is a genetic test that uses the PCR technology. It allows you to determine whether the tick is a carrier of pathogens that cause tick-borne diseases in dogs, such as babesiosis and Lyme disease. The test is carried out in the GeneVet laboratory. Log in to the Customer Panel and follow the instructions in the "Referrals" tab to use it. Any concerns about the quality of the material provided for testing, as well as the norms of conduct in such a scenario, are addressed by the "Regulations" tab, which is also contained in the "Referrals" tab.
20. **Ears cleaning** - cleaning your dog's ears helps to keep them clean and prevents wax and debris buildup, which can lead to an infection in the ear. Some dogs require ear cleaning on a regular basis to maintain overall hygiene, while others only require it when they have problems with their ears. Dogs who swim frequently or have pendulous ear flaps are more susceptible to dirt accumulation and illness and should be cleaned regularly.
21. **Claw clipping** is an essential part of pet care that should be done on a regular basis. Too-long claws may irritate the paw pads and predispose the dog to pulling out the entire claw when it catches on a material or item.
22. **Perianal glands expression** - Perianal glands are structures found on both sides of the anus. They secrete fluids that are expelled physically after defecation. However, sometimes the fluid gathered there may not drain properly, resulting in illness. The glands must then be emptied, drugs administered, and checked every few weeks by the veterinarian.
23. **Microchipping** - this service includes the chip and its administration. It allows you immediately identify the animal's owner and contact information.
24. **Online dietary consultation or behavioral consultation**
 - a) An online dietary consultation and online behavioral consultation (hereinafter: "Consultation") is an individual online meeting with a specialist dietitian or behaviorist, carried out via the "Online consultations" tab in the customer panel.

- b) The duration of the Consultation is up to 45 minutes.
- c) The Consultation is advisory in nature and includes an analysis of the problem reported by the customer and the provision of specialist advice, recommendations, or suggestions appropriate to the information provided and the possibility of conducting the Consultation online.
- d) The detailed course of the Consultation and the scope of the issues discussed depend on the individual situation of the customer, the reported problem, and the specialist's assessment. The Consultation may include, in particular:
- discussion of the current situation of the animal,
 - identification of the potential causes of the reported problem,
 - presentation of possible courses of action,
 - providing general or preliminary recommendations.
- e) The Consultation does not guarantee that the problem will be solved or that a specific result will be achieved, in particular due to the limitations of the remote format and the need for the client to implement the recommendations.
- f) The consultation is a one-time event and does not include further supervision, the development of an individual action plan, a diet plan, or additional materials, unless otherwise expressly indicated in the description of the service.
- g) Instructions for scheduling and conducting consultations are available in the "Online Consultations" tab in the customer panel.
- h) Consultations do not replace in-person visits or veterinary diagnostics if they are required due to the health condition or nature of the problem.
- i) Online dietary and behavioral consultations are provided by specialists cooperating with Pethelp, who have individual experience, qualifications, and areas of expertise.
- j) The scope of the consultation may vary depending on the specialist, in particular in terms of the subject matter of the consultation, the manner in which it is conducted, and the types of issues that may be discussed during the consultation.
- k) Detailed information on the approximate scope of a given specialist's consultation, including in particular the areas in which the specialist can provide support, as well as the limitations of the consultation, is available in the consultation description assigned to the specialist in the "Online Consultations" tab in the customer panel.
- l) The customer is obliged to read the information referred to in subparagraph k) above before making an appointment for a consultation.
- m) Information regarding the scope of the consultation is for informational and indicative purposes only. The final course of the consultation and the scope of information and recommendations provided depend on the individual situation of the animal, the reported problem, and the specialist's assessment, taking into account the possibility of conducting the consultation online.

The previously mentioned services are not available during night or holiday shifts or home visits. If your pet requires additional tests or medicine administration during the visit (performed via PetHelp), you must cover the expenses yourself, in accordance with the veterinarian's price list.