

Attachment nr 2 to Pethelp voucher regulations "Package Details"

STANDARD PACKAGE FOR DOG	
Service	Amount / description of services per year
Preventive health check-up	1
Illness visit	2
Follow-up visit	2
Annual preventive health care plan	1
Laboratory tests	1 standard blood test
	1 standard urine test
	1 fecal flotation test
Vaccinations	1 rabies vaccination
Thick removal	1
Thick examination	1
Ears cleaning	1
Anal glands expression	1
Claw clipping	1
Microchipping	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

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

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. **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/manufacturer.
9. **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.
10. **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.
11. **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.



12. **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.

13. **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.

14. **Microchipping** - this service includes the chip and its administration. It allows you immediately identify the animal's owner and contact information.

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.