

Attachment no 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 healthcare 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 tests
	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
Ears cleaning	3
Anal glands expression	3
Claw clipping	3
Microchipping	1
Nutrition consultation	1
Behavior consultation	1

1. A **preventive health check-up** includes a comprehensive physical examination, including assessment of heart rate, body temperature, respiratory rate, auscultation of the heart and lungs, lymph node palpation, oral and dental examination, evaluation of skin and coat condition, body weight measurement, and overall health assessment. During the visit, the veterinarian will also discuss your pet's medical history, appetite, drinking habits, urination, bowel movements, and diet. This appointment is intended for clinically healthy animals and is designed to support early detection of chronic or subclinical conditions, helping to reduce the risk of disease progression. The service does not include specialist consultations and is not available during night shifts, public holidays, or home visits. The cost of the appointment does not include medications, diagnostic tests, or additional procedures that may be recommended during the examination.
2. An **illness visit** includes a detailed medical history, a clinical examination, diagnosis, development of a treatment plan, and assessment of the need for additional diagnostic testing. Specialist consultations are not included in this service. The consultation is not available during night shifts, public holidays, or home visits. The cost of the appointment does not include medications, diagnostic tests, or additional procedures.

3. **The follow-up visit** includes a clinical reassessment of the patient's condition and evaluation of the response to previously recommended treatment or management plans. The appointment does not include the cost of prescribed medications, diagnostic tests, or additional procedures. It also does not apply to specialist consultations, night or holiday shifts, or home visits.
4. The **Preventive Healthcare Plan** provides personalised recommendations regarding preventive examinations, health screenings, and routine veterinary visits tailored to your pet's age, lifestyle, and health status. To receive the plan, pet owners are required to complete a short health questionnaire. Once submitted, the personalised plan will be available through the customer portal within 15 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

Our partner clinics may use different laboratories for blood sample analysis, which can result in minor variations in the number of reported parameters. However, all laboratories and test panels must comply with our quality standards and provide an equivalent diagnostic scope.

6. Urine tests

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

Our partner clinics may use different laboratories for urine sample analysis, which can result in minor variations in the number of reported parameters. However, all laboratories and test panels must comply with our quality standards and provide an equivalent diagnostic scope. 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/manufacturer.
11. **Vaccinations against other infectious diseases** are administered by a veterinarian using commercially available formulations. The doctor makes the decision on the vaccination preparation/manufacturer. 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/manufacturer.
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. **Ear Cleaning** – regular ear cleaning helps keep your cat's ears healthy by removing excess wax and debris that can contribute to irritation or infection. Some cats require routine ear cleaning as part of their regular grooming and hygiene care, while others only need it occasionally when ear problems arise. A veterinarian can advise on the appropriate cleaning frequency for your pet.
20. **Perianal Gland Expression** – perianal glands are small sacs located on either side of your pet's anus. They normally empty on their own during bowel movements. However, if the glands become blocked and fail to drain properly, they can become uncomfortable, inflamed, or infected. In such cases, the glands must be manually expressed by a veterinarian, appropriate treatment may be prescribed, and follow-up examinations may be needed every few weeks.
21. **Claw clipping** - regular claw trimming is an important part of your cat's healthcare routine. Overgrown claws can cause discomfort, interfere with normal movement, and may grow into the paw pads, leading to pain and infection. Long claws are also more likely to become caught on fabrics or other objects, increasing the risk of injury or even partial claw avulsion.
22. **Microchipping** - this service includes the chip and its administration. It allows you to immediately identify the animal's owner and contact information.
23. **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 problems 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:
 - 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, 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 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, considering the possibility of conducting the consultation online.

The services listed above do not apply to night-time or holiday emergency consultations, nor to home visits. Any additional diagnostic tests, treatments, procedures, or medications deemed necessary by the veterinarian during a consultation provided through PetHelp are not included in the service and must be paid for separately in accordance with the clinic's applicable price list.