

Attachment no 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 healthcare plan | 1   |
| Laboratory tests                  | 1 standard blood test                     |
|                                   | 1 standard urine test                     |
|                                   | 1 fecal flotation test                    |
| Vaccinations                      | 1 rabies vaccination                      |
| Thick removal                     | 1   |
| Ears cleaning                     | 1   |
| Anal glands expression            | 1   |
| Claw clipping                     | 1   |
| Microchipping                     | 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

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

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. **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. **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.
11. **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.
12. **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.



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

**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.**