



Up and Coming Changes in 2012

FAQ's

Will prices be going up with the new facility?

No. Like Santa's elves we have been working hard to tinker with our facility design and operations to improve efficiencies. This will help make some of our key services more affordable. The expansion will provide more convenience and improve our ability to continue to provide the best care at the most affordable price.

We are proud to announce a day a week where spays, neuters and routine dentals will be offered at a more affordable cost. Additionally, the pricing structure for prescription drugs will change.

What will be different at the new facility?

Here are a few highlights on the up and coming changes:

- *A new surgery suite* to allow us to provide more services at a more affordable cost.
- *State of the art swimming pool* with a triple redundant water treatment system that includes adjustable resistance jets for training, rehabilitation and recreational swimming.
- *Luxury kennels* to allow you to get things done while your pet is in good hands.
- *Grooming and bathing* to provide a convenient one-stop-shop for all of your pet's needs.
- Complimentary coffee and tea.
- *Laser and Lacer equipment* to accelerate post-surgical healing as well as a valuable pain management tool.
- *Underwater treadmill* providing an indispensable tool in post-surgical recovery, improving fitness and weight loss.
- *Canine Training*. Kriss Mavis has joined our team full time to provide training classes at our facility and in-home. She will also manage our day care facility.

Price Changes and New Programs

The new facility has given us the ideal opportunity to fine-tune our practice. New equipment, room for more staff and a better layout give us new tools to make our center more efficient.

Coupled with that is a renewed focus on wellness and preventative care. It is a fact of life that our precious pets age faster than we do. For every human year a dog or cats ages seven or more years.



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We believe the focus in the veterinary industry needs to emphasize prevention and wellness in conjunction with diagnosis and treatment. The challenge is affordability. Preparing for our expansion gave us a chance to pause and reflect on our own practice and incorporate ideas (many from you) on how to focus on wellness and prevention.

To kick off the New Year with prevention and wellness we are announcing the following programs:

Dental Day

One day a week is dedicated as a focused dental day. This will provide an even higher level of care at a more affordable cost due to the internal structures we have put in place. During dental days base costs will decrease by \$100 or more depending on the size of your pet.

Extractions will still incur an additional cost at the current rate. Additionally, when a dental is performed during dental months (January/February) you will receive a complimentary dental exam 6 months later to check your pet's teeth.

Dental procedures will be available every day of the week. However, they will reflect our normal cost structure if not performed on the designated "Dental Day." Please keep in mind that "Dental Days" are reserved for routine dentals. Dentals combined with other procedures or that require extensive extractions are not eligible.

Appointments will be set on a first come first serve basis. If an appointment is not available on a "Dental day" and you want the procedure done the same week, regular fees apply. Each patient will be assigned a two-technician team that will work in conjunction with the doctor. Our technicians will check-in each patient and see them through the entire process.

Spays and Neuters

One day a week a surgeon and their support staff will be dedicated to performing only spays and neuters. That staffing model will allow us to offer those services at more affordable costs.

Appointments are on a first come first serve basis. If an appointment is not available and you want the procedure done the same week, regular fees apply. Each patient will be assigned to a two-person tech team that will work in conjunction with the doctor. Our technicians will check in patients and see them through the entire process.

Prescription Medication

When Animal Care Center opened our doors in 2003 we relied on industry standards to set our fees and pricing for prescription medication. Realizing we cannot compete with big volume chains and online stores we have always been happy to support you in using alternative sources for prescription medications.



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The recent survey, however, opened our eyes. We did not realize how important convenience was to you. We have taken a hard look at our pricing structure and decided to restructure prescription medication prices.

Starting the first of the year you will see price decreases in many of our prescription medications for a significant cost savings to you.

Annual Exams

To continue our prevention and wellness programs we want to encourage you to have your pets checked at least once a year, twice yearly is even better. Exams help us diagnose problems early. In some cases it helps avoid costly procedures in the future. To encourage even more participation in annual exams our fee will now be \$49.

Animal Rehabilitation and Wellness Center

Today with a variety of different therapy and treatment choices for animals there is little reason to give up hope when a pet is injured, ill or aging. We are excited to add Dr. Cheryl Adams, DVM, CVA, CCRT to our doctor team. She has worked side-by-side with oncologists, cardiologists, internists, neurologists, surgeons and other highly proficient specialists to enhance her skills.

Dr. Adams has the ability to detect and help before illness or injury strike. Weight reduction and maintenance programs that use nutrition, exercise and even underwater treadmills help maintain good health. Dr. Adams has the unique ability to look at each animal holistically combining the best technology (i.e. stem cell research), traditional medicine and Chinese Medicine.

The fastest growing segment in our pet population is animals over the age of 9. Dr. Adams is uniquely qualified to help our senior pets live more comfortably, with less pain and even help prolong the life of a beloved companion. We are excited to have her join us.

Thank you for being such an integral part of *our practice* and making the expansion of our rehabilitation grooming and recreation centers possible. We are looking forward to an exciting 2012.

The Doctors and Staff of the Animal Care Centers