

Welcome!



Dear Valued FVH Client!

We very much enjoyed meeting you and your recent addition(s) to the family and thank you for entrusting us with all their health-care needs. Be assured that we will honor that trust by always doing all that we can to serve you and your pets.

Our modern hospital, updated regularly with new equipment, is capable of meeting the vast majority of health care needs for your pets. Our doctors and staff maintain excellent, up-to-date medical knowledge and surgical skills through regular medical-journal reading and frequent attendance at continuing education seminars. We also consult regularly with specialists by phone or the internet to ensure the best possible care and will offer a referral to a specialist when we think your pet's condition warrants an expert's attention.

We believe our greatest strength resides in the people we provide to serve you and your pets. Each member of our long-term, stable staff is committed to providing excellent medical care, personal service, and a compassionate, human approach to the needs of our clients and patients. We are here because we care about you and your pet, and we hope it shows!

Thank you again for choosing Fairhaven Veterinary Hospital. If you have any remaining questions or new concerns, please don't hesitate to call us. We're here to help! For more information about our hospital check our website at www.Fairhavenvet.com

Respectfully yours,

The Doctors and Staff at
Fairhaven Vet



10 THINGS THAT MAKE FEAR FREE VETERINARY VISITS DIFFERENT

FEAR FREE HAPPY HOMES

Helping pets live happy, healthy, full lives



What do we mean when we say that a veterinary visit is Fear Free? A veterinary team member who is Fear Free certified wants your pet to be happy when he comes through the door of the clinic.

Fear Free doesn't mean that your pet will never experience anything uncomfortable at the veterinarian—he may be injured or ill, after all—but it does mean that we make every effort to reduce any fear, anxiety, and stress related to examinations and procedures. Here are 10 ways we help your pet stay comfortable and relaxed from arrival to departure.

- ⊗ **The waiting game is over.** You can expect to have a species-specific waiting area—no dogs invading your cat's private space—be given the option of waiting in your car with your pet until you are texted or called to come in, or be taken right into the exam room.
- ⊗ **No more sitting on slick, cold surfaces.** Your pet will have a nonslip surface to stand on such as a yoga mat or a warm, pheromone-infused towel.
- ⊗ **Relaxation rules.** Pheromone and aromatherapy diffusers emit calming substances into the air, and pet-friendly music works its calming effect on the central nervous system. (You might benefit, too.)
- ⊗ **Eye contact is for you, not your pet.** Fear Free certified veterinary team members will initially avoid eye contact with your pet and focus on you, instead. This helps your pet feel less stressed because he's not the center of attention and gives him time to check out his environment and become accustomed to the team member's presence.
- ⊗ **Got treats?** Bring your dog or cat in hungry because Fear Free certified veterinary team members will be handing out many small but delicious treats throughout the visit to welcome your pet, distract him from procedures and reward him for cooperation.
- ⊗ **Color therapy.** Bright white can be startling to animals. Pastels are more soothing, so veterinary professionals wear lab coats and scrubs in those shades.
- ⊗ **Playing doctor.** In addition to treats, our veterinary team members utilize a variety of distraction techniques such as toys to help your pet be comfortable.
- ⊗ **"The back" is out.** Whenever possible, our Fear Free certified veterinary team members will perform exams and procedures right there in the exam so your pet will be reassured by your presence and you can assist as needed, and you'll have the assurance that he will be treated kindly and respectfully.
- ⊗ **A little extra help?** If needed, we will prescribe anti-anxiety or other calming medications or supplements to help make the car ride and the visit more enjoyable and less frightening for your pet.
- ⊗ **Emotional rescue.** Our veterinary team members will note your pet's emotional response to the visit and what treats and techniques worked best to reduce any fear, anxiety, and stress that may have been expressed. This will help to make future visits even better.



FVH CLIENT POLICIES

- Appointments are scheduled for 30 minutes so that we may devote ample time to each and every patient. Cancellation of appointments must be 24 hours before scheduled visit. Two no-show appointments will result in low priority scheduling or drop-off only status.
- Late arrivals will be seen up to 10 minutes after scheduled visit; however, the overall visit may be shortened so that we may stay on schedule as a courtesy to other clients. Late arrivals of greater than 10 minutes will need to reschedule unless our schedule can accommodate.
- Our hours of operation are from 8 a.m.-6:30 p.m. M-F and 8 a.m.-4 p.m. on Saturday. We have appointment priority scheduling with accommodation of walk-ins as time allows. We want to make sure we are here when you need us most, as such, we will offer drop off appointments when needed to work patients in between appointments. Surgeries and dental cleanings are offered M-F with drop off times between 7:30 a.m.-8:30 a.m. Most surgical release times are scheduled between 4 p.m.-5:30 p.m.
- Payment for service is expected at the time of visit. We **do not** offer billing or held checks. [Scratchpay](#) loans and Payment Banc Installment plans are available to those who qualify. We accept Cash, Debit, Visa, MasterCard, American Express, Discover Cards, and CareCredit. Estimates are available before any procedure, please inquire before services provided. Please see financial policy sheet attachment for more details.
- We contract with Payment Banc Financial Services to offer in-house, no interest 3-6 month payment plans for services totaling greater than \$250. Monthly payments are automatically deducted from your checking or savings account, making this a great way to pay for those unexpected veterinary medical needs. Established clients of 1 year or greater in good financial standing with the hospital automatically qualify. New clients of less than 1 year will qualify after a medical credit inquiry. Balances do not appear on personal credit record. Please inquire for details.
- Prescription refill requests require at least 48 hours advance notice so that we may verify authorized refills with the attending Veterinarian. We completely understand the convenience of mail order for drug refills, diets and flea products. Our [online](#) store is available 24 hours a day for your shopping convenience. Prices are competitive against many on-line retailers and all products purchased through our store carry any current manufacturer's guarantee, unlike non-veterinary retailers. Please be sure to allow plenty of time for prescription refill request authorization by the attending DVM and package transit time when utilizing the online store.
- We will see emergency appointments during our regular business hours. All after hour emergencies should contact the Animal Emergency Clinic (AEC) at 360-758-2200.
- Our website www.fairhavenvet.com is a great resource for medical information and pre-appointment forms. In addition, our [PetDesk](#) smart phone app allows you access to your pet's important medical information and provides an option for you to make appointment and prescription refill requests 24 hours a day, when it is most convenient for you!



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Financial Policy

Thank you for choosing the Fairhaven Veterinary Hospital. Our primary mission is to deliver the most comprehensive and compassionate veterinary care available for your pet. An important part of this mission is making the cost of optimal care as easy and manageable for our clients as possible by offering several payment options.

Clients are encouraged to consider pet insurance as a tool to manage unforeseen medical emergencies. We currently value Trupanion Pet Insurance Services, although several other alternatives are available and should be researched to find the one that best suits your needs. The independent website, petinsurancereview.com, offers user reviews and insight into many different insurance companies.

Payment Options:

Fairhaven Veterinary Hospital requires payment in full at time of surgical/inpatient discharge or outpatient service completion.

You can choose from:

Preferred Payment Methods

- Cash, Check, Visa®, MasterCard®, American Express®, DiscoverCard®

Alternate Payment Methods (details available on request)

- [Scratchpay®¹](#)

- FVH Installment Plan via Payment Banc¹

Please indicate intended form of payment for today's procedure(s): _____

Additional Policy Information:

Fairhaven Veterinary Hospital charges \$35 for returned checks. For clients with pet insurance, we are happy to provide you with the necessary documentation to submit a claim to your insurance carrier. If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet.

By signing below, you agree to the terms of payment stated above:

Client/Owner Signature Date

Client/Owner Name (Please Print)

Pet Name Breed

¹Subject to credit approval



FVH GENERAL CARE GUIDE

Species	Age	Recommendations
Feline Kitten	< 1 year	<ul style="list-style-type: none"> • Exam series (2) to assess proper development starting at 7-8 weeks of age. • Initial Feline Leukemia/FIV Blood Testing. • Fecal parasite analysis at first visit and again at 6 months. • Deworm 2, 4, 6 and 8 weeks of age; then monthly until 6 months of age. • Initial vaccine series based on risk assessment; complete by age 4-6 months. • Spay/Neutering at 5-6 months of age. Implant microchip identification. • Feed high quality kitten food until first birthday.
Feline Adult	1-10 years	<ul style="list-style-type: none"> • Wellness exam once yearly. • Vaccine boosters based on risk assessment to include rabies by law. • Feed high quality adult diet and carefully regulate portion fed to maintain ideal weight. • Dental prophylactic cleanings every 18-24 months after 4 years of age. • Fecal parasite analysis yearly or as needed if indoor only.
Feline Senior	>10 years	<ul style="list-style-type: none"> • Senior Wellness exam every 6 months. • Vaccine boosters as indicated or discontinue based on risk assessment. • Full body system blood screen every 6-12 months. • Feed high quality senior formula or prescription diet as indicated and regulate portion fed to maintain ideal weight. • Dental prophylactic cleanings every 18-24 months. • Fecal parasite analysis/deworm yearly or as needed if indoor only.
Canine Puppy	<1 year	<ul style="list-style-type: none"> • Exam series (2) to assess proper development starting at 7-8 weeks of age. • Fecal parasite analysis at first visit and again at 6 months of age. • Deworm 2, 4, 6 and 8 weeks of age; then monthly until 6 months of age. • Initial vaccine series based on risk assessment; complete by age 4-6 months. • Spaying at 5-6 months of age. Neuter males <60 pounds 5-6 months; >60 pounds 12-18 months. Implant microchip identification. • Feed high quality puppy food until 1-1.5 years based on breed. • Enroll in puppy training and socialization classes starting at 9-14 weeks.
Canine Adult	1-7 years	<ul style="list-style-type: none"> • Wellness exam once yearly. • Vaccine boosters based on risk assessment to include rabies by law. • Feed high quality adult diet and carefully regulate portion fed to maintain ideal weight. • Dental prophylactic cleanings every 18-24 months after 4 years of age. • Fecal parasite analysis yearly or deworm at wellness exam.
Canine Senior	>7 years	<ul style="list-style-type: none"> • Senior Wellness exam every 6 months. • Vaccine boosters as indicated or discontinue based on risk assessment. • Full body system blood screen every 6-12 months. • Feed high quality senior formula or prescription diet as indicated and regulate portion fed to maintain ideal weight. • Dental prophylactic cleanings every 18-24 months. • Fecal parasite analysis/deworm yearly.



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PUPPY/DOG CARE RECOMMENDATIONS

Vaccinations: Continue vaccinations every 3-4 weeks until 16 weeks old. The final 2 boosters should be given after 12 weeks of age to ensure a strong immune response.

Internal Parasites:

- Puppies should be routinely dewormed every 2- 4 weeks for at least 4 treatments to eliminate common internal parasites. Please give the Strongid dewormer as prescribed.
- Please bring a fecal sample in the coming week for analysis to ensure all parasites are being treated.

Nutrition: We recommend Hill's Ideal Balance or another high-quality puppy food. Feed measured quantities three times daily to maintain lean body condition (Can transition to twice daily feeding at 4-months of age). Adjust food to keep puppies in lean-body condition throughout their growing stage. This will help prevent adult obesity and is critically important in minimizing joint problems in large-breed dogs.

Flea/Parasite Control: We recommend monthly oral administration of [Credelio](#) year-round to prevent flea and tick infestations. In addition, all dogs should be given monthly [Interceptor Plus](#), which treats many internal parasites and prevents heartworms (not currently a problem in Western Washington, but critically important for any dogs that travel.). A fecal analysis should still be performed annually to detect the presence of other less common parasites along with Giardia and Coccidia, which are not treated by use of prevention products and more common throughout our region.

Spaying/Neutering:

- Veterinarians have recommended for decades that dogs be spayed/neutered at 5-6 months of age, just before they become sexually mature. This prevents unwanted breeding, behavioral problems associated with puberty and hormone production, and eliminates the chance of breast cancer in female dogs.
- Recent studies suggest that neutering large-breed dogs before 12 months of age may increase their risk of skeletal/joint problems, and slightly increase the risk of some cancers later in life. More statistics are needed, but at this time we recommend considering delayed neutering large-breed male dogs (expected to reach an adult weight of 60 pounds or more) until 12-18 months of age IF the following criteria are met:
 - The dog is adequately confined to prevent unwanted breeding and "roaming"
 - Unwanted behavioral problems (urine marking, aggression, "humping") do not become apparent.
- We continue to recommend spaying female dogs at 5-6 months of age. While the data concerning early neutering also applies to female dogs, other risks of not neutering (increased incidence of mammary cancer and the challenge of maintaining a female dog in heat) continue to favor early spaying at this time.

Dental Care: Healthy adult dogs should receive their first prophylactic dental cleaning starting at 3 years of age for small breeds and 4 years for medium and large breeds.

Permanent Identification: We recommend that a microchip be placed under your pup's skin to help ensure that she is rapidly returned to you if ever lost. This can be done at the time of spaying/neutering if being done at 5-6 months of age, or can be done at one of the early puppy visits in animals where neutering is going to be postponed.

Compassionate Care for Pets and Their People Since 1979!



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Behavior:

House Training: Take your puppy out frequently (especially after meals) and praise urination/defecation outside. Puppies need to be *CONSTANTLY* monitored indoors and corrected if they eliminate in your sight indoors (scolding for an accident out of your sight simply doesn't work). For this reason, puppies should have no unsupervised time indoors until they have been reliably eliminating outdoors for at least 1-full month. When you can't immediately supervise your pup, it should be confined to an area easily cleaned.

Chewing/Biting Behavior: Puppies need to chew and should be given appropriate chew toys (large/sturdy enough that they are not swallowed!). If your puppy is biting you, tell him, "OW!! No Biting!", and briefly end all play/interaction. Then return with an appropriate chew object

Socialization: Provide lots of opportunity for positive socialization, but stay away from dog parks, trails, and other areas where dogs frequent until your pup has received his last vaccines.

Note that we strongly encourage you to take your puppy to a "Puppy Classes" for training help and to allow socialization.

Pet Health Insurance: Now is the time to investigate Pet Health Insurance if you have any interest, before your puppy develops any pre-existing conditions, which are excluded from coverage "life-long." The website, petinsurancereview.com is an excellent resource to investigate insurance options.



FVH Additional Recommendations

- Nutrition is one of the most key elements of a pet's good health. Our most trusted brand of pet food is the Hill's Science Diet brand. We recommend a quality, balanced diet be fed based on your pet's recommended ideal body weight established by your Veterinarian. Dogs may be fed dry or canned as desired and the total recommended daily volume may be broken up into multiple meals. Cats may be fed dry or canned, but we do encourage those cats receiving dry only to also be offered some canned each week. This can be important as many senior cats may require a change to a canned diet as they age. Fresh water should be available at all times. Treats for dogs and cats should be kept to a minimum; if desired, you may wish to hold aside a portion of the daily feed and give as a treat. Maintaining the ideal weight is important in preventing diseases associated with obesity such as arthritis, heart disease, and diabetes.

For additional recommendations on quality diets available for your pet, we trust the Pet Stop, located in Sehome Village, to guide your decision making process. Our LVT staff would be happy to review any diet you currently feed for nutritional quality, balance, and volume to feed.

- Training and socialization are very important to the well-being of your dog at any age. We highly recommend the training and daycare services of Angi at Tails-a-Waggin', www.tails-a-wagging.com. She has completed advanced training at many seminars our own staff has attended and we are confident in the approach she has adopted.
- Undesirable behavior issues in dogs and cats can occur at any age and may be very frustrating to an owner. Often we can offer recommendations for altering behaviors through a consultation with our Drs. or LVT staff. Our recommendations for training systems and guides can be found through Dr. Sophia Yin's veterinary behaviorist website at www.drSophiaYin.com.

- **Why buy your prescription drugs and flea medications from Fairhaven Veterinary Hospital?**

1. FVH purchases all of our drugs and prescription flea products directly from the manufacturer. Online pharmacies often get their product through diversion from domestic or foreign sources. Proper handling of product while in the possession of diverters cannot be guaranteed.
2. FVH will not sell expired medications. Some online pharmacies have been found to sell outdated or short dated product.
3. Manufacturers will only guarantee certain products in the event of an adverse reaction when purchased directly from a licensed veterinarian. Pharmaceutical manufacturers strongly believe their products will be used correctly only when discussed with trained veterinary staff. Human Pharmacies and online retailers do not have pharmacists trained in veterinary pharmacology; they are unfamiliar with how very different companion animals are from human patients.
4. FVH is a family owned business that has been a proud member of the local community. We provide local jobs, maintain high ethical standards, support many local non-profits, and work to create a client focused experience based on compassion.