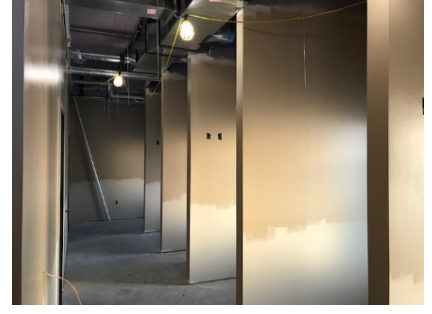


New Hospital Coming Summer 2018

The new hospital is coming along nicely. The contractors are almost finished with drywall, mudding and sanding and installing the windows, doors and cabinetry. The electrical and plumbing is nearing completion and the central vacuum system has been installed. We added that feature in our new hospital to keep our facility as clean as possible. They are currently installing flooring and will start the parking lot mid-late April.



Please Arrive 5 Minutes Prior to Your Pets' Appointment

Petersen Pet Hospital strives to provide high quality customer service and exceptional patient care. We understand that our clients' time is valuable and is the reason that every client is allotted a specific amount of time for their appointment(s). When our appointment schedule is full and a client arrives late for their appointment, we are unable to provide a thorough patient exam without delaying and/or disrupting the appointment starting times for the rest of our clients. When this scenario arises, we ask the client to either reschedule the appointment (if not an emergency or sick appointment) for a later time and/or date or wait for the next available opening that day. **For all appointments going forward, we ask that you arrive 5 minutes early for your appointment and if running late, to contact us promptly in case we need to reschedule that appointment.**



Clockwise from top left: Picture of north side and front entrance, south side of building, luxury dog boarding area, treatment area cabinetry.

New Service Coming to Petersen Pet Hospital

Luxury Dog Boarding

Once we get moved into our new hospital, we will be providing Luxury Dog Boarding. Our goal is to provide your dog(s) a relaxing, safe, and secure stay when in our care. To accomplish this, we will provide:

- 6 – 30 square foot dog runs with a window overseeing a wooded area and pond
- Every dog will be leashed walked 2-3 times daily outside within a fenced area
- Continuous overhead music in the boarding area
- Tempered glass dog run doors instead of bars (bars create stress for dogs)
- Whole hospital sprinkler system in case of a fire
- Security cameras so staff can check in on boarders after hours
- Raised dog beds
- Boarding area is cleaned and disinfected daily

Cat Boarding – Important Information

When your cat stays with us for boarding, their health and safety is of utmost importance to us. Because of this, we have modified our requirements for a cat to be able to board with us.

The requirements are:

- **Examined by a Petersen Pet Hospital veterinarian within the last year.**
- **Current on Rabies and FVRCP (distemper) vaccinations.**
- **A negative intestinal parasite test within the last year. (If positive, patient will be treated at owner's expense.)**

- **Documentation that a Feline Leukemia Virus (FeLV)/Feline Immunodeficiency Virus(FIV) test has been completed in their lifetime.**

If any of the above items have been performed at another veterinary hospital, please bring documentation at time of check-in.



Gift Cards Now Available!

They make great gifts for family and friends. Stop in and purchase a gift card today! Available in increments of \$10.00.



We are a Certified Cat Friendly Practice!

We are now a certified Cat Friendly Practice! Our clinic recently completed and passed the 111 requirements to be a Cat Friendly Practice (CFP).

There were 10 topic areas for those requirements and they included the following:

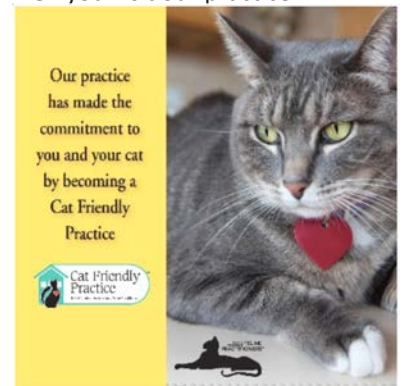
- Staff Training/Client Communications
- Veterinary practice premises/waiting area
- Feline handling and interaction with clients
- Exam room and clinical records

- Hospitalization/Boarding of cats
- Pain management/Operating room and anesthesia
- Surgical equipment and Dentistry
- Diagnostic imaging/Lab facilities
- Treatment/Health and Safety
- Preventative care by life stages



What to expect at a Cat Friendly Practice:

- **Skilled staff** – Our team is well-versed in feline-friendly handling techniques.
- **Individualized health care plan** – We will create a health care plan that is specific to your cat.
- **Low-stress environment** – You will find equipment specifically designed for cats when you visit our practice.



*****Remember – Petersen Pet Hospital recommends examinations for all cats should occur a minimum of once yearly, and more frequent for senior cats or those with chronic conditions*****

FLEA, TICK & HEARTWORM PREVENTION

Remember, all dogs must be on a Heartworm and Flea/Tick preventative, such as Interceptor Plus, NexGuard or Bravecto, **year-round** for best results. Any cat that goes outside or lives in a home with dogs that go outside, also needs to be on a Flea/Tick preventative.

SPECIALS

Flea & Tick Preventatives

Bravecto

- Available as a **Chewable** for **Dogs & Topical** for **Cats**
- Lasts For **12 Weeks**
- **\$15 Mail in Rebate** when you Purchase 2 doses

(Can combine different sizes for mail in rebate)

NexGard

- Available as a **Chewable** for **Dogs**
- Lasts for **1 Month**
- **Buy 6 get 1 Free**



Heartworm Preventatives

Interceptor Plus

- Also Covers Whip Worms and Tape Worms
- Available as a **Chewable** for **Dogs**
- Lasts for **1 Month**
- **\$5 Mail in Rebate** when you Purchase 6 doses
- **\$15 Mail in Rebate** when you Purchase 12 doses

EXERCISING YOUR PET



The number one problem that we see with pets these days is obesity. The key to controlling obesity is exercise. All breeds of dogs require a fast pace 20-30 minute walk everyday to provide the recommended aerobic activity and mental stimulation that they need to stay healthy. For dogs, simply running around the house and/or backyard cannot be considered adequate exercise and stimulation.

Employee Spotlight



Salina, Kennel Assistant

Salina, kennel assistant, joined our practice in January. She is currently enrolled in Penn Foster College's Veterinary Assistant career program and will graduate in July. Salina loves working with reptiles and currently has 33 ball pythons, 1 corn snake, 5 leopard geckos, 5 crested geckos, and 1 gargoyle gecko. Visit our website to learn more about Salina!

<https://Petersenpethospital.com/team/salina/>





Thank you to all that referred their friends and family to us!

Anna and Tim Wilson, Breannon State and Brad Dielschneider, Judie and Ricahrd Gofton, Amy and Matt Drahos, Laura and Andrew Nordine, Susan and Tim Horne, Ben and Natalie Goyette, Ashley Sloan, Cale Wells-Mangold, Chris and Lou Ervin, Pam Woldruff and Steve Williams, Ryan White, Matthew and Jessi Steege, Carolyn and Steven Weber, Andrea and Dan Callan, Annie and Nick Schaub, Joy and Lynn Tangen, Jennifer Livingston, Gavin and Brooke Umbdenstock, Missi and Nathan Pata, Candace Johnson, Carol and Shantry Young, Peggy Lester, Susan Meyer, Collin Sleeper and Katie Carlson, Dyan Sundermeyer, Connor Krueger and Emma Hilsenbeck, Marcia and Jim Buresh, Katie and David Brown, Tyler Rosenthal, Kimberly and Duane Wright, Paul and Patsy Bettenga, Savannah Cosgrove and Elijah Miller, Amanda and Chris Mattox, Michael and Sunny Pople, Shari and Daniel Limbert, Chris and Lou Ervin, Gelene Nason, Krystal Osborn, Kerri and Scott Miller, Marcy Fauconniere and Corwin Smith, Megan and Corey Bartos, Sharen Moen, Candace Johnson, Lindsay and Jason Hutchinson, Alysha Randall, Mitchell Kesterson, Shreyas Mathur and Devashree Dave

*This is the greatest compliment you could give us!
We appreciate you!*



PETERSEN
PET HOSPITAL PC



Thank you for your referrals!

Present this card at your first appointment and receive \$25 off your initial pet's exam.
(For New Clients Only)

Referring Pet Owner

New Pet Owner

Call for your appointment today!
319-743-0554
Petersenpethospital.com

Your business and referrals are extremely important to us so we designed a referral program just for you! This is how it works: For the first new client that you refer to us, we will send you a \$5.00 Petersen Pet Hospital gift certificate. The gift certificate can be used towards any veterinary service and products. Every time you refer another client to us we will increase that gift certificate by \$5.00 (so next time you refer you will get a \$10.00 gift certificate, next a \$15.00 gift certificate and so on). And the pet owner you refer to us receives \$25 off their initial exam!

We have created this handy referral slip for you. Just print, fill out your name, cut and give them to friends and family! See more details here:
<http://petersenpethospital.com/referral-program/>