

# FAQs

## 1. What are Preventive Care Plans?

Preventive Care Plans are yearly plans designed to meet your pet's annual requirements for veterinary recommended health care, vaccinations and testing. The plans offer included services to your pet for an entire year. Enclosed is a checklist to track the services that have been used.

## 2. What is included in a Preventive Care Plan?

Each plan includes veterinarian recommended services to keep your pet happy and healthy throughout the year. These services include an Annual Preventive Care Examination, recommended vaccinations, annually recommended tests and more. Please refer to our Preventive Care Plan layouts for detailed information.

## 3. How can I pay for my Preventive Care Plan?

We have two options for payment of your Preventive Care Plan. Both options allow you to receive your plan's services immediately.

- We now offer a monthly auto-drafting payment option, which divides the cost of your plan into 12 monthly payments. PaymentBanc is a trusted payment option available to those with an active checking account or credit/debit card that accepts automatic drafting. There is an application process to verify approval for this payment option. A non-refundable registration fee of \$45 and the first month payment is required at the time of acceptance.

- We also accept payment in full at the time of your Preventive Care Plan purchase. Accepted methods of payment include Cash, Check, Visa, MasterCard, American Express, Discover & Care Credit.

## 4. What happens if my payment is not available on the selected draft date?

If the appropriate payment amount is not available in the provided account as established in your PaymentBanc agreement, a \$20.00 fee for Insufficient Funds will be assessed to your account. PaymentBanc will contact you immediately should there be any problem drafting your payment. If there is continued failure to pay, Foster Animal Hospital holds the right to immediately terminate all plans associated with the insufficient account. Foster Animal Hospital reserves the right to cancel any plan at any time.

## 5. What happens to my pets Preventive Care Plan at the anniversary date?

Your plan will expire on the one-year anniversary date of the plan's purchase. If you would like to purchase a new plan the following year, you can do so by visiting either of our two locations. If you would like to continue using PaymentBanc, a \$45 fee is required to reopen your drafting account.

## 6. What if I renew my plan after the first year but haven't used all the services?

Services cannot be transferred or carried over from year to year or from plan to plan. We do not provide refunds for unused services. Any remaining services left on your plan at the time of its expiration will be removed from the account.

## 7. Can I transfer my Preventive Care Plan to another pet, clinic, or owner?

No. Preventive Care Plans are unique to Foster Animal Hospital and Foster Animal Clinic at Parkway Commons. They cannot be transferred to any other veterinary facility. Plans cannot be transferred to any other pet or owner during their 12-month duration. The plan will expire on the one-year anniversary date of the plan's purchase.

## 8. What if I want to cancel my plan before the anniversary date?

You may not cancel your plan prior to the anniversary date. Your plan will expire on the one-year anniversary from the date of purchase. You may only cancel your plan if your pet has deceased or if you and your pet have an unexpected move out of state.

## 9. Will I receive a reimbursement if my pet passes away or if I have an unexpected move out of state before the anniversary date?

The responsible plan holder will be required to pay the remaining balance of payments or the full retail price for services already rendered - whichever is less. If a plan holder is found to have paid more than the above requirements, a refund will be granted for the difference, minus the registration fee. A 30-day notice is required for all cancellation and reimbursement requests.

## Foster Animal Hospital

730 Concord Parkway N, Concord, NC 28027

Mon. - Fri. 7am - 6pm/Sat. 8am - 12pm

Closed daily for lunch 1pm - 2pm

Closed Tuesdays 11:30am - 2pm

704 / 786-0104



## Foster Animal Clinic at Parkway Commons

3805 Concord Parkway S., Suite 124  
Concord, NC 28027

Mon., Wed., Fri. 7:45am - 6pm

Tue. 7:45am - 10:30am; 3pm - 6pm

Closed daily for lunch 1pm - 2pm

704 / 262-7387

For more information, please visit our website

[www.FosterAnimalHospital.com](http://www.FosterAnimalHospital.com)



**FOSTER**  
ANIMAL  
HOSPITAL



**PREVENTIVE**  
CARE PLANS



## CANINE PLANS

### CANINE PRIMARY

- 1-Annual Wellness Exam with Pet Wellness Report
- 1-Rabies Vaccine
- 1-Distemper/Adenovirus/Parvo Vaccine
- 1-Leptospirosis Vaccine
- 1-Bordetella Vaccine
- 1-Canine Influenza Vaccine
- 1-Lyme Vaccine
- 1-Ova/Parasite & Giardia Screening
- 1-Lab A with Accuplex
- Biohazard disposal fees for one year.
- 1-Year of Interceptor Plus (12 oral tablets) or Proheart (2 injections)

### PUPPY PRIMARY

- 3-Puppy Preventive Care Exams
- 1-Rabies Vaccine
- 3- Distemper/Adenovirus/Parvo Vaccines (includes boosters)
- 2-Leptospirosis Vaccines (includes boosters)
- 1-Bordetella Vaccine
- 2-Canine Influenza Vaccines (includes booster)
- 2-Lyme Vaccine (includes booster)
- Biohazard disposal fees for one year.
- 3-Ova/Parasite & Giardia Screenings
- 3-Nail Trims
- 3 months of Interceptor Plus and Vectra.
- 1-Lab B

## FELINE PLANS

### FELINE PRIMARY

- 1-Annual Wellness Exam with Pet Wellness Report
- 1-Rabies Vaccine
- 1-HCP Vaccine
- 1-Lab A
- 1-Ova/Parasite & Giardia Screening
- Biohazard disposal fees for one year.
- 1- Year of Revolution

### KITTEN PRIMARY

- 3-Kitten Preventive Care Exams
- 1-Rabies Vaccine
- 3-HCP Vaccines (includes boosters)
- 2-Leukemia Vaccines (includes boosters)
- 1-Bordetella Vaccine
- 1-Lab B
- FeLV/FIV Test
- 3-Ova/Parasite & Giardia Screenings
- Biohazard disposal fees for one year.
- 3 months of Revolution
- 3-Nail Trims

## ADD-ON PACKAGES

### CANINE SPAY

- Spay
- Pre-Surgical Medication
- IV Fluids
- Anesthesia
- Surgical Monitoring, Sanitation, and Setup
- Thermoregulation
- Post-Op Monitoring
- Pre-op Bloodwork
- Elizabethan Collar
- HomeAgain Microchip
- Capstar
- Nail Trim
- Discharge Appointment
- Take Home Pain Medication

### CANINE NEUTER

- Neuter
- Pre-Surgical Medication
- IV Fluids
- Anesthesia
- Surgical Monitoring, Sanitation, and Setup
- Thermoregulation
- Post-Op Monitoring
- Pre-op Bloodwork
- Elizabethan Collar
- HomeAgain Microchip
- Capstar
- Nail Trim
- Discharge Appointment
- Take Home Pain Medication

### CANINE REHAB

- Initial Rehab Assessment
- 2- X-rays
- Phycox 120 Count
- Rehab Video
- Paws In Motion Tour

### DENTAL TREATMENT

- Dental Cleaning, Polish, and Fluoride
- Dental IV Fluids
- Anesthesia
- Surgical Monitoring, Sanitation, and Setup
- Pain Block
- Pre-Surgical Medication
- Thermoregulation
- Post-Op Monitoring
- Pre-op Bloodwork
- Dental X-Rays
- Dental Mapping
- Phone Consultation
- Capstar
- Nail Trim
- Discharge Appointment
- Take Home Dental Kit

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- Pre-op Bloodwork
- Elizabethan Collar
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