



# POLAND ANIMAL HOSPITAL



## Welcome Guide



## HOURS OF OPERATION

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Monday	8:00AM – 5:00PM
Tuesday	8:00AM – 5:00PM
Wednesday	8:00AM – 5:00PM
Thursday	8:00AM – 5:00PM
Friday	8:00AM – 5:00PM
Saturday	8:00AM – 12:00PM
Sunday	CLOSED



207-998-2444



1197 Maine Street  
Poland, ME 04274



polandah@yourvetdoc.com  
www.polandanimalhospital.com

### Animal Emergency and Urgent Care Hospitals (red = open 24 hours)



- Animal Emergency Clinic of Mid-Maine 207-777-1110
- PetMedic Urgent Care Clinic, Freeport 207-805-5398
- PetMedic Urgent Care Clinic, Portland 207-813-4777
- **Portland Veterinary Emergency and Specialty Care 207-878-3121**
- **Maine Veterinary Medical Center 207-885-1290**

If you think your pet may have ingested a potentially  
poisonous substance, call **(888) 426-4435**.  
(a consultation fee may apply)

# WELCOME

We would like to take this opportunity to thank you for choosing our hospital and trusting us with the care of your pets. This letter will acquaint you with our office policies and procedures. We strive for a mutually respectful and thriving partnership with your family, with a common ultimate goal: your pet's health and well being.

At Poland Animal Hospital, we are proud to serve our community with comprehensive services backed by years of veterinary experience. We are a full-service animal hospital and offer a wide variety of services, including;

- |  |  |  |
|--|--|--|
|  Comprehensive Exams |  Dentistry        |  Dental Digital X-ray   |
|  Urgent Care         |  Spay/ Neuter     |  Digital Radiography    |
|  Vaccinations       |  General Surgery |  Parasite Control      |
|  In-house lab      |  Microchipping  |  Nutrition counseling |

**Our skilled veterinary team is always available to answer any questions you may have about our veterinary services or your pet's health care needs.**

Our pharmacy offers a wide range of prescription medications, flea and tick prevention, heartworm prevention, and dewormers- all of which are competitively priced. We also carry a variety of prescription diets and treats, supplements, and oral care products for both dogs and cats.

For your convenience, we also offer two options to shop prescription and over the counter diets that can be delivered right to your door.

**Royal Canin** diets can be purchased from our online pharmacy at [polandanimalhospital.com](http://polandanimalhospital.com)

**Hills** diets can be purchased directly from the manufacturer. Hill's to Home allows you to order your Hill's Pet Foods, both retail and prescription, from the comfort of your own home. Shipping is free with no minimums. Scan the code to register.

SCAN ME





## You and your veterinary team: Positive partners in your pet’s care

A strong partnership—rooted in mutual trust and respect—is essential to support the best possible care for our patients. We are committed to cultivating a welcoming and inclusive environment, free of discrimination, through our words and actions. Any behaviors that suggest differently will not be tolerated.

AS A CLIENT, YOU CAN EXPECT TO:	IN RETURN, WE ASK THAT YOU:
Be treated with consideration, respect, and compassion by all members of our team.	Demonstrate consideration and respect toward all members of our team, other clients, and patients.
Be seen on time, or be notified of any delays—with respect for your time.	Arrive to appointments on time or call ahead if you’re going to be late or need to cancel. Understand that patients’ needs can be unpredictable, and show patience with explained delays.
Know who is providing your pet’s care, and be assured that the provided care is appropriate, competent, and complies with applicable laws.	Accept that veterinarians are legally and ethically bound to provide veterinary services strictly under the terms of a current veterinarian-client-patient relationship.*
Have medical and personal information held in confidence, and have copies or summaries of medical records provided on your request.	Provide as much relevant and accurate information as possible about your pet’s health and medical history.
Participate in decisions about your pet’s care, be provided with trustworthy resources, and be informed about the benefits or risks of relevant diagnostic or treatment options in terms you understand.	Ask questions about your pet’s health status and prognosis, recommended diagnostic or treatment options, or next steps if unclear.
Be presented with a range of care options that address your pet’s needs. Be free to accept, decline, or discuss recommended diagnostic or treatment options, and have the right to seek a second opinion.	Follow agreed-upon treatment plans to the best of your abilities, and tell us if you have any questions or needs for assistance, so that we can help you.
Be informed of the costs of veterinary services, as well as available payment options, free of assumptions.	Meet agreed-upon financial responsibilities concerning provided veterinary services.
Have your constructive feedback welcomed and thoughtfully considered.	Let our team know right away if you have any concerns about your pet’s care, so that we may take steps to improve your and your pet’s experience.
Be provided with contact information and office hours for your veterinarian or veterinary emergency services for continuing care and treatment.	Accept that our team will do their best for your pet and may not be able to provide some services or accommodate all requests.

\*A veterinarian-client-patient relationship exists when your veterinarian knows your pet well and recently enough to be able to diagnose and treat your pet’s medical condition, you have agreed to follow your veterinarian’s instructions, and other requirements for this relationship have been met as defined by applicable federal and state law.

**NOTE:** Despite everyone’s best efforts, things can go wrong. As positive partners in your pet’s care, let’s extend each other the grace to work through and learn from any issues, and continue to cultivate our partnership for the benefit of all pets.

THE POSITIVE PET CARE GUIDE CREATED IN PARTNERSHIP WITH



**Preventive health care is essential to ensuring that cats and dogs have long, healthy lives. It allows us to prevent disease from developing in the first place! We'll create a custom preventive care plan for your cat or dog that meets their lifestyle and health needs and includes;**



### **Annual Exams**

All dogs and cats should have at least one annual comprehensive "nose to tail" physical examination, including dental assessment, pain assessment, and body and muscle condition scoring. In some cases, more frequent visits may be appropriate (especially with puppies, kittens, and seniors!)



### **Immunizations**

At Poland Animal Hospital, we follow the American Animal Hospital Association (AAHA) guidelines for vaccinating your canine and feline companions. The type and frequency of vaccines are made on an individual basis. We consider age, breed, lifestyle, and travel habits to tailor a unique immunization protocol. We provide adjuvant free vaccines for our feline patients to reduce the risk of vaccine induced sarcomas.



### **Wellness Screening**

Dogs and cats age faster than humans. As animals age, they are prone to many of the same diseases as humans, including: diabetes mellitus, kidney disease, liver disease, heart disease, cancer, and thyroid disease, among many others. As a preventative measure, we recommend blood and urine testing on a regular basis, and more frequently as your pet enters their senior years.



### **Intestinal Parasite Screening**

Routine fecal exams for your dog or cat are the best way to ensure that your pet, and your household, are safe from intestinal parasites. We recommend annual fecal testing for all dogs and cats. Even indoor only cats are at risk for intestinal parasites.



### **Parasite Prevention**

All dogs and cats should receive year-round broad-spectrum parasite control with efficacy against heartworms, intestinal parasites, fleas, and ticks.



### **Vector-Borne Disease Screening (4DX+)**

We follow The Companion Animal Parasite Council recommendations for testing dogs for Heartworm, Lyme, Anaplasma, and Ehrlichia annually. Because the body may take several months to mount an immune response and show outward clinical signs the 4DX test can help facilitate earlier detection of disease and treatment if necessary.

# Hospital Policies

## **Patient Arrival Policy**

Our goal is to put our patients at ease when they come to see us, but it is common for pets to be a little uneasy about new people, new surroundings and other pets. For the protection of your pet and others at the hospital, we ask that all dogs be on a non-retractable leash and properly controlled while in our waiting room and exam room.

All cats must be presented in an appropriate cat carrier.

## **Appointment Policy**

To provide our patients the time and availability they deserve, we ask all clients to arrive by their scheduled appointment time. This allows our team to focus on each pet, their needs, and the high quality of medicine we strive to perform each day. Please note, if you arrive 10 minutes or more past your scheduled appointment time, you may be asked to reschedule.

Appointments are in high demand, we strongly recommend booking your pet's next routine appointment.

## **Surgery Policy**

Surgeries are scheduled by appointment Tuesdays, Wednesdays, and Thursdays. An examination by one of our veterinarians within 6 months is required to schedule a surgical procedure. As part of our commitment to compassionate care, we ensure all of our patients and clients receive a personalized treatment plan prior to the day of surgery. We also schedule our surgery admissions and discharge by appointment to allow our technicians ample time to review pre-and post-operative care instructions and resources with you.

## **Cancellation Policy**

If you are unable to keep your appointment for any reason, we kindly ask that you notify our team 24 hours in advance to allow our additional patients access to timely medical care. For surgery cancellations, we request 48 hours notice.

## Payment Policy

Our primary mission is to deliver the best and most comprehensive care available. An important part of the mission is making the cost of optimal care as easy and manageable for our patients as possible by offering several payment options. For your convenience, our office accepts:

- Cash/check
- Visa®
- MasterCard®
- American Express®
- Discover Card®
- CareCredit Credit Card®
- ScratchPay

Poland Animal Hospital charges \$20 for returned checks.

If you have questions about your treatment plan or the choice of payment options, please do not hesitate to ask. We are always happy to provide a written estimate of charges upon request.

## **Thinking about getting pet insurance?**

We think that's a great idea! Pet health insurance can help by offsetting some or most of the costs of diagnosing, treating and managing your pet's illness or injury.

For patients with insurance we are happy to work with your carrier to maximize your benefit and provide you with the documentation you need to receive reimbursement for your treatment.

Now, in the PetDesk app, you can learn about pet insurance and explore different plans for your pet. You can compare what's covered, customize your plan, and take the next step toward proactive planning.

## Prescription Policy

Please note that a valid Veterinary-Client-Patient-Relationship (VCPR) is required by Maine law in order to authorize all prescriptions. This means your pet must have been examined by one of our veterinarians within the past 12 months. For heartworm preventatives, annual testing is also required.

If your pet's prescription was for medications involved in hormonal conditions such as hypothyroidism, hyperthyroidism, diabetes, Cushing's, or Addison's, blood work may be required prior to refill.

**Poland Animal Hospital will not approve fax, email, or phone prescription requests from online pharmacies.** Clients who wish to obtain their pet's medication through these avenues will simply need to pick up a written prescription at our hospital.

# Additional Resources

## Boarding & Daycare

- Bed and Biscuit, Hebron **Phone:** (207) 966-2323
- The Doggie Cottage, Gray **Phone:** (207) 657-7311
- The Dog Lodge, Poland **Phone:** (207)998-4648
- Roscoe's Bed + Bark, Portland **Phone:** (207) 536-7245

*If your dog goes to dog parks, boarding facilities, dog daycare, or attends training classes or dog shows, then they are at risk for contracting bordetella (aka Kennel Cough). Many of these facilities require dogs to come with proof of the Bordetella vaccination, so it is in your dog's best interest for his health and extracurricular activities to get the vaccine.*

## Pet Groomers

- A+ Pet Grooming, New Gloucester **Phone:** (207) 657-3399
- Cerenau Paw Spa, Lewiston **Phone:** (207) 784-5930
- Muddy Pawz, Mechanic Falls **Phone:** (207) 346-3303

## Behavior & Training

- Canine Behavior Counseling, **Phone:** (207) 232-5007
- Gould's Behavior & Training, **Phone:** (240) 215-5640
- Tree Frog Farm, N. Yarmouth, **Phone:** (207) 837-1613
- Partners in Canine, Windham **Phone:** (207) 956-0642
- Pawsitive Canine Care & Training, Windham **Phone** (207) 893-8676
- Haulin Aus Training, **Phone:** (207) 298-4375 **Website** <https://haulinausdogtraining.com/>

Nancy freedman-Smith CDBC,CBATI

Fear Free Certified

<https://www.gooddogztraining.com/>

Behavior consults, service dog training, private training, group classes,

Mim Coward CPDT

Fear Free and AKC professional <https://www.problemsolvedtrainingmaine.com/>

Behavior consults, group classes, private training.



# Thinking of adopting? We support you!

As a thank you for adopting, Poland Animal Hospital Offers a complimentary exam within 30 days for all newly adopted animals

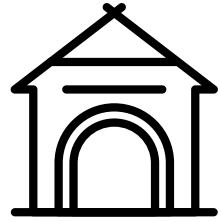
Simply call our office and let us know you have adopted a pet and your examination will be at no charge! You must supply supporting documents such as an adoption certificate or shelter paperwork.



## Here are just a few of the shelters and rescues we work with;

-  Animal Welfare Society
-  Blessed Be the Bullies
-  Animal Refuge League of Greater Portland
-  Maine Lab Rescue
-  Greater Androscoggin Humane Society
-  Rescue Charlie's Friends
-  Midcoast Humane Society
-  Pittie Posse
-  Responsible Pet Care of Oxford Hills
-  Poodle Rescue of New England

**If you have lost or found a pet, please call the Animal Control Officer, Robert Larrabee, at 207-743-8213**




## Microchipping saves lives

Our animal companions are an important part of our lives and families, and they need our help to stay safe and healthy. Unfortunately, even the most well-trained animal can become lost during a moment of stress, fear, or confusion.


Microchipping your dog or cat dramatically increases the chances that an accidental separation ends in a happy reunion for you and your pet.

**Ask us about microchipping your pet today!**



**Is your pet microchipped?**

A microchip can help protect your pet for life.



**CHECK THE CHIP**  
Let's bring pets HomeAgain®





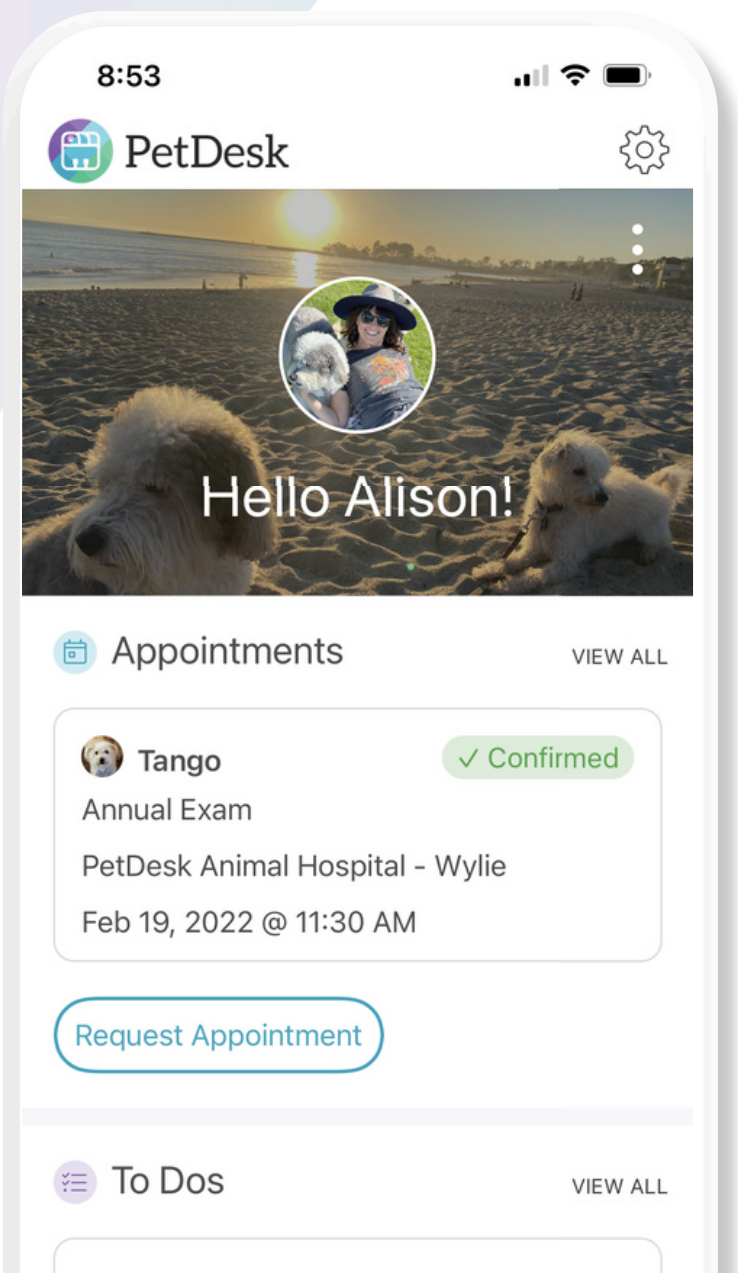
## Download the App Today!

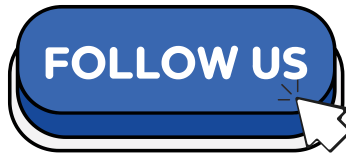
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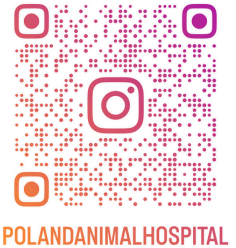
Make sure to use the email we have on file for you when you sign-up.

SCAN TO  
DOWNLOAD THE APP





<https://www.facebook.com/PolandVet>



Our social media pages are meant to be informative, kept at a light tone, and to entertain. We try to provide reliable online resources about conditions relating to dogs and cats, development and behavior, immunizations, nutrition, and pet ownership in general.

We strive to stay up to date with the most current evidence-based medical research, and to communicate timely specific facts about our practice, such as information about common illnesses and community outbreaks.

We do appreciate all of your “likes” and welcome your feedback and suggestions for content.

### **Compliments & Complaints**

At Poland Animal Hospital, knowing that you and your pet had the best possible experience at our hospital is important to us. Your pet's health, comfort, and well-being are our primary concerns. If at any time you have questions, compliments or complaints about the level of care or service provided, we encourage you to promptly bring it to the attention of any member of our team.

Your positive experiences inspire us in our work and we invite you to review us on our social pages. You can review us on Google, Facebook, and Yelp.

Thank you for taking the time to get to know us. Should you have any further questions about our services, policies, and pet health recommendations, please do not hesitate to call.

We look forward to seeing you and your companions soon!  
Again, welcome to Poland Animal Hospital.

Sincerely,

Michael Binette, DVM  
Stephen Maddox, DVM  
and the staff of Poland Animal Hospital

