DVM Referral Program Frequently Asked Questions

How do clients typically qualify for services at PetAid Animal Hospital?
Clients are typically qualified based on income, which may include unemployment, Social Security or disability, public assistance, child support, or student loans. Based on their level of income, clients currently receive discounts of 15 to 50% off our market-established prices. Qualified clients earn up to 3.5 times the national poverty guideline, which is $11,490 for 2013. An adjustment of $4,020 is made for each member of the family. Household expenses are not considered in the qualification process. While almost 80% of clients are making twice the national poverty guideline or below, clients earning less than the national poverty guideline receive the highest discounts.

Who can be referred by a veterinarian to PetAid Animal Hospital?
Veterinarians may refer any client to PetAid Animal Hospital for a procedure in which the veterinarian cannot discount enough for the client to afford care. **Even if the client does not meet the current income requirements for qualification, they will receive a 50% discount.** The client will be asked their income level by hospital staff to ensure they do not qualify for any higher discounts that may be in place. The income information will also be used to determine if the client will be eligible to continue to receive services at PetAid Animal Hospital after the immediate concern resolves.

How does a veterinarian refer a client to PetAid Animal Hospital?
In order to qualify as a veterinarian referral, the veterinarian’s office must contact PetAid Animal Hospital at 303.722.5800 to authorize the client to be seen. All related records and a PetAid Animal Hospital referral form should be faxed to PetAid at 303.871.7029. The records will validate the referral and the problem to be treated. PetAid’s Hospital Director or any staff veterinarian can be consulted on whether the case is something that should/can be transferred, or for any other questions about the referral process.

Will the referred client have to pay for the discounted services in full?
If the client does not meet the credit requirements, they will have to pay the discounted balance in full at the time of the procedure. Clients may be eligible for payment plans if they have a current utility bill in their name. If they are eligible, the payment plan arrangement requires a client to pay half of the high end of the estimate at time of service, with the remainder paid over the next three months. PetAid does accept Care Credit.

What procedures can PetAid Animal Hospital perform?
A full service, AAHA–accredited animal hospital, PetAid provides services in line with a typical small animal practice. Orthopedic capabilities include amputation; simple fracture repair with splints, external fixators or pins; extracapsular repair of ruptured cruciates; luxating patella repair; and femoral head ostectomies. Most soft tissue surgeries are able to be performed, although complex cases may need referral to an overnight facility for additional monitoring. PetAid can perform dental cleanings and extractions supported with digital dental radiology.

What are PetAid Animal Hospital’s hours?
PetAid is open Monday through Friday, 7:00 AM to 6:00 PM. PetAid is not an emergency clinic and sees patients by appointment only. There is no overnight supervised care. Clients may be able to be worked into the schedule on the day of referral depending on the current hospital case load.