


## PACKAGES & INDIVIDUAL SERVICES


Effective May 2022


### Packages


What's Included?	Packages We Offer			
	<b>WEIGHT LOSS</b> 4 mos/16 wks	<b>PROGRESS</b> 2 mos/8 wks	<b>MAINTENANCE</b> 6 mos/24 wks	<b>PREVENTION</b> 2 mos/8 wks
<b>INTRODUCTORY SESSION</b> <i>Complimentary</i>	*			*
<b>COMPREHENSIVE CONSULTATION</b>	*			*
<b>RECHECK CALLS</b>	* 4 calls	* 2 calls	* 2 calls	* 1 call
<b>RECHECK CONSULTATIONS</b>	* 4 consults	* 2 consults	* 2 consults	* 1 consult
<b>WRITTEN REPORTS</b>	*	*	*	*
<b>COACHING &amp; SUPPORT</b> <i>Unlimited</i>	*	*	*	*
<b>DIGITAL KITCHEN SCALE</b>	*			*
<b>PACKAGE DISCOUNT</b>	20% off all services & products included in package			
<b>MULTI-PET PACKAGE DISCOUNT</b>	Additional 10% off per package for each additional pet, maximum 50%			
<b>MOBILE FEE DISCOUNT</b>	10% off all Mobile Fees throughout the package timeline			


## WEIGHT LOSS


**Week 0**  
Comprehensive Consult 


**Week 2**  
Recheck Call #1 


**Week 4**  
Recheck Consult #1 


**Week 6**  
Recheck Call #2 


**Week 8**  
Recheck Consult #2 

**Week 10**  
Recheck Call #3 


**Week 12**  
Recheck Consult #3 


**Week 14**  
Recheck Call #4 


**Week 16**  
Recheck Consult #4 


Continue to Progress or Maintenance 


## PROGRESS


Continued from Weight Loss 

**Week 2**  
Recheck Call #1 


**Week 4**  
Recheck Consult #1 


**Week 6**  
Recheck Call #2 


**Week 8**  
Recheck Consult #2 


Repeat Progress or continue to Maintenance 


## MAINTENANCE


Continued from Weight Loss, Progress, or Prevention 

**Week 6**  
Recheck Call #1 


**Week 12**  
Recheck Consult #1 


**Week 18**  
Recheck Call #2 


**Week 24**  
Recheck Consult #2 


Repeat Maintenance 

## PREVENTION

**Week 0**  
Comprehensive Consult 

**Week 4**  
Recheck Call 

**Week 8**  
Recheck Consult 

Continue to Maintenance 

## **WEIGHT LOSS PACKAGE** (4 months/16 weeks)

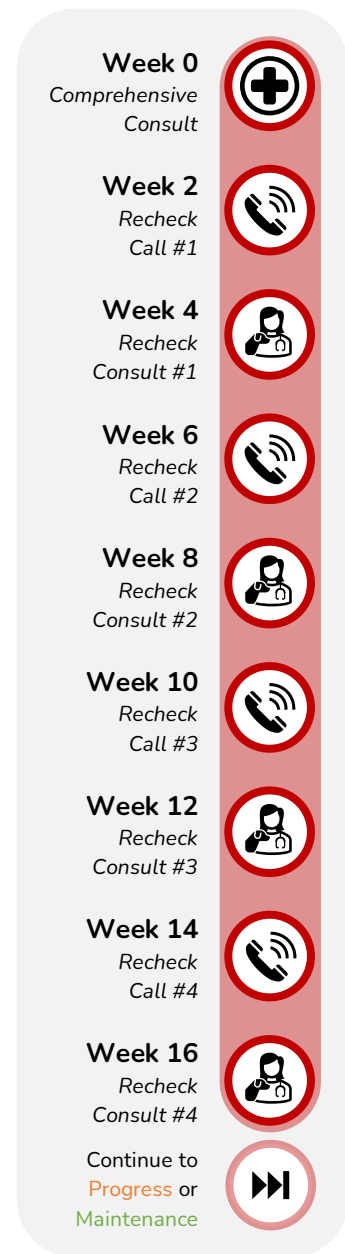
The Weight Loss Package is **for pets who suffer from obesity**. This four-month package establishes an intense, comprehensive weight loss program tailored to the individual needs of the pet and the household. The Weight Loss Package involves:

- A complimentary Introductory Session
- Information Gathering & Review by a veterinarian with in-depth knowledge and training in weight management
- A Comprehensive Consultation, in-person
- A customized weight management program with realistic, achievable goals
- Four Recheck Calls, by phone, and four Recheck Consultations, in-person, alternating approximately every two weeks
- Written Reports provided to the client and the regular veterinary practice
- Unlimited Coaching & Support
- A digital kitchen scale for accurately weighing the daily food allotment
- Discounts: 20% on services; 10% on Mobile Fees; eligible for Multi-Pet Package Discount

This option is also available as a full (no in-person contact; telemedicine and phone contact only) or blended (a customized blend of in-person, telemedicine, and phone contact) telemedicine package.

Depending on the severity of obesity and the complexity of the case, at the completion of the Weight Loss Package, the next options are:

1. Progress Package for continuation of the weight loss program
2. Maintenance Package for preserving healthy weight and quality of life once weight loss goals have been achieved
3. Transfer to the regular veterinary practice for continued weight management

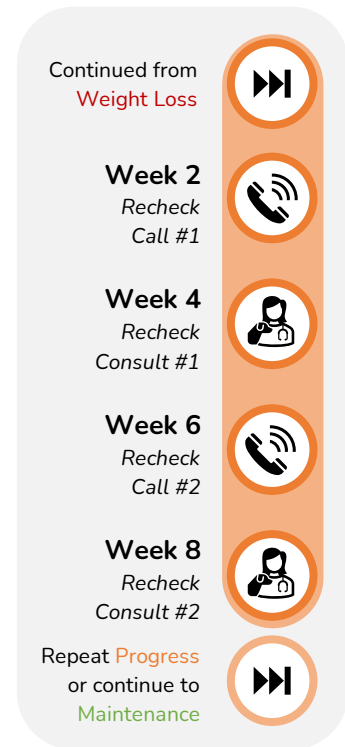


## **PROGRESS PACKAGE** (2 months/8 weeks)

ONLY AVAILABLE AFTER COMPLETION OF A WEIGHT LOSS PACKAGE

The Progress Package is **for pets who require further weight loss** beyond what can be accomplished in the timeline of the Weight Loss Package. This two-month package is a continuation of the previously established weight loss program. The Progress Package involves:

- Two Recheck Calls, by phone, and two Recheck Consultations, in-person, alternating approximately every two weeks
- Unlimited Coaching & Support
- Written Reports provided to the client and the regular veterinary practice
- Discounts: 20% on services; 10% on Mobile Fees; eligible for Multi-Pet Package Discount



This option is also available as a full (no in-person contact; telemedicine and phone contact only) or blended (a combination of in-person, telemedicine, and phone contact) telemedicine package.

At the completion of the Progress Package, the next options are:

1. Repeat Progress Package(s) for continuation of the weight loss program
2. Maintenance Package for preserving healthy weight and quality of life once weight loss goals have been achieved
3. Transfer to the regular veterinary practice for continued weight management

## MAINTENANCE PACKAGE (6 months/24 weeks)

ONLY AVAILABLE AFTER COMPLETION OF A WEIGHT LOSS, PROGRESS, OR PREVENTION PACKAGE

The Maintenance Package is **for pets who have successfully achieved their weight management goals and for pets on long-term prevention programs**. This six-month package is intended to preserve healthy weight and quality of life following completion of a Weight Loss, Progress, or Prevention Package. The Maintenance Package involves:

- Two Recheck Calls, by phone, and two Recheck Consultations, in-person, alternating approximately every six weeks
- Unlimited Coaching & Support
- Written Reports provided to the client and the regular veterinary practice
- Discounts: 20% on services; 10% on Mobile Fees; eligible for Multi-Pet Package Discount

This option is also available as a full (no in-person contact; telemedicine and phone contact only) or blended (a combination of in-person, telemedicine, and phone contact) telemedicine package.

At the completion of the Maintenance Package, the next options are:

1. Repeat Maintenance Package(s) or Individual Services for ongoing preservation of healthy weight and quality of life
2. Transfer to the regular veterinary practice for continued weight maintenance

Continued from  
Weight Loss,  
Progress, or  
Prevention



**Week 6**  
Recheck  
Call #1



**Week 12**  
Recheck  
Consult #1



**Week 18**  
Recheck  
Call #2



**Week 24**  
Recheck  
Consult #2



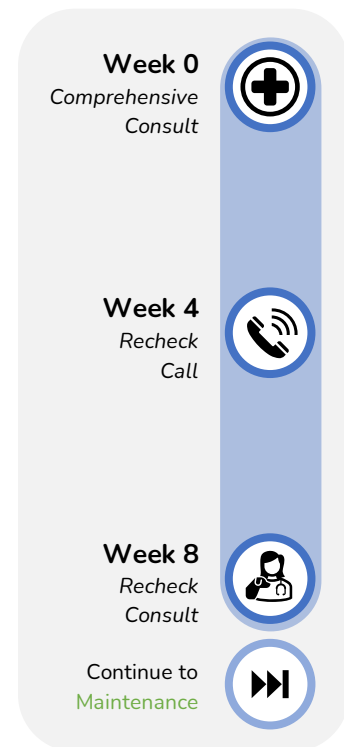
Repeat  
Maintenance



## PREVENTION PACKAGE (2 months/8 weeks)

The Prevention Package is **for pets predisposed to obesity** – certain breeds (Labrador Retrievers, Pugs, etc.), pets that have been spayed/neutered, pets on medications that may cause weight gain, etc. – and **pets where maintaining a healthy weight is imperative to managing an underlying condition** – orthopedic or neurologic conditions, diabetes, Brachycephalic Syndrome, etc. This two-month package establishes a weight management program tailored to the individual needs of the pet and the household to mitigate the risk of obesity. The Prevention Package involves:

- A complimentary Introductory Session
- Information Gathering & Review by a veterinarian with in-depth knowledge and training in weight management
- A Comprehensive Consultation, in-person
- A customized weight management program
- A Recheck Call, by phone, at approximately 4 weeks and a Recheck Consultation, in-person, at approximately 8 weeks
- Unlimited Coaching & Support
- Written Reports provided to the client and the regular veterinary practice
- A digital kitchen scale for accurately weighing the daily food allotment
- Discounts: 20% on services; 10% on Mobile Fees; eligible for Multi-Pet Package Discount



This option is also available as a full (no in-person contact; telemedicine and phone contact only) or blended (a combination of in-person, telemedicine, and phone contact) telemedicine package.

At the completion of the Prevention Package, the next options are:

1. Maintenance Package or Individual Services for continued preservation of healthy weight and quality of life
2. Transfer to the regular veterinary practice for continued weight maintenance

## MULTI-PET PACKAGE DISCOUNT

In situations where more than one pet in the household requires weight management, packages for additional pets in the same household can be purchased with an additional incremental 10% discount per pet applied to each subsequent package, to a maximum of 50%. To qualify for the Multi-Pet Package Discount the primary pet must be actively enrolled in a Package. Multi-Pet Packages do not include additional digital kitchen scales however these can be purchased individually if more than one scale is desired. The most suitable package for each pet may be purchased however the Multi-Pet Package Discount will be applied to the package(s) of equal or lesser value. Mobile Fee discounts cannot be combined.






## TELEMEDICINE SERVICE & PACKAGE OPTIONS

In-person consultations are optimal to maximize the likelihood of success in weight management programs. Telemedicine using a secure audio-video platform may replace in-person services in extenuating circumstances, at the discretion of Graham Mobile Veterinary Weight Management Services, and can be provided to any patient residing in Ontario. Both full (telemedicine and phone contact only) and blended (a combination of in-person, telemedicine, and phone contact) telemedicine packages are available. With telemedicine services, there may be increased involvement of the regular veterinary practice for any required physical examinations, body condition scoring, and weight rechecks\*.

*\*Fees incurred for these services are at the discretion of the regular veterinary practice and are not included in our package and service fees*

### TELEMEDICINE PACKAGE SCHEDULES

 in-person /  telemedicine /  phone

	WEIGHT LOSS		PROGRESS		MAINTENANCE		PREVENTION	
	FULL	BLENDED	FULL	BLENDED	FULL	BLENDED	FULL	BLENDED
Comprehensive Consult								
Recheck Call #1								
Recheck Consult #1								
Recheck Call #2								
Recheck Consult #2								
Recheck Call #3								
Recheck Consult #3								
Recheck Call #4								
Recheck Consult #4								

## Individual Services

### **VETERINARY CONSULTATIONS** (*PHONE/TELECONSULTATION, 15 – 45 MINUTES*) FOR VETERINARY TEAMS ONLY

We offer Veterinary Consultations to support veterinary practices on their weight management cases. These services are offered by phone or teleconsultation and we are happy to discuss cases with veterinary technicians and veterinarians. A Nutritional History form will need to be completed by a member of the veterinary team prior to the initial Veterinary Consultation. A written summary will be provided by email to the veterinary practice within 48 hours of Veterinary Consultations.

### **INTRODUCTORY SESSION** (*PHONE, 15 MINUTES*)

A complimentary Introductory Session is done by phone with the client or the regular veterinary practice so we can learn more about the pet and household circumstances. In this conversation we will be able to determine if the services we offer are suitable for the case, recommend the most appropriate package for the situation, provide an estimate, and plan for the next steps towards a healthier pet. Payment for Packages or Individual Services will be required prior to proceeding with Information Gathering & Review and the Comprehensive Consultation.

### **INFORMATION GATHERING & REVIEW** (*REQUIRES ~1 WEEK TO COMPLETE*)

During this time, we will gather and review all the information needed to begin formulating a safe and effective weight management program tailored to the individual needs of the pet and the household. This will involve:

- Acquisition of a copy of the pet's up-to-date medical record from the regular veterinary practice\*
- Completion of a Nutritional History form by the client, including photographs and/or videos of the pet where possible
- Blood and urine testing, for pets aged 7 or older and for pets with significant health issues: A Complete Blood Count (CBC), biochemical profile (including thyroid function in dogs), and urinalysis are highly recommended and will need to be pursued with the regular veterinary practice\*

*\*Fees incurred for these services are at the discretion of the regular veterinary practice and are not included in our package and service fees*



## **COMPREHENSIVE CONSULTATION (IN-PERSON/TELEMEDICINE, 60 – 90 MINUTES)**

All new patients must have a Comprehensive Consultation – ideally in-person, although telemedicine may be considered in extenuating circumstances – to fully evaluate the pet and the household situation and to establish a Veterinary-Client-Patient Relationship (VCPR), maximizing the likelihood of weight management success. The Comprehensive Consultation involves:

- A full physical examination of the pet including confirmation of microchip presence and location
- Weight measurement using specialty portable scales and calibration to the client's personal weight measurement device (in suitable cases)
- Morphometric measurements of the pet's body
- Body condition scoring and photographs; instruction/review on taking suitable body condition photographs for future telemedicine consultations
- Review of the pet and household circumstances in depth including challenging areas, problem-solving together to best manage these concerns
- Review/instruction of the use of a digital kitchen scale to weigh the daily allotment of food including a demonstration of the benefits of weighing the food over using a measuring cup
- Review/instruction on the use of any additional weight management tools that may be recommended such as microchip feeding devices, food puzzles, slow feeders, etc.
- Finalization of the weight management program and development of realistic and achievable goals
- Ordering of the prescribed diet<sup>†</sup> through the regular veterinary practice
- A copy of the finalized weight management or prevention program provided by email to the client and their regular veterinary practice within 48 business hours of the Comprehensive Consultation

<sup>†</sup>*The cost of food is at the discretion of the regular veterinary practice and is not included in our package and service fees*

## **RECHECK CALLS (PHONE, 15 – 30 MINUTES) & RECHECK CONSULTATIONS (IN-PERSON/TELEMEDICINE, 30 – 45 MINUTES)**

During weight management programs Recheck Calls, by phone, and Recheck Consultations, in-person or by telemedicine, are done in an alternating pattern at a frequency<sup>‡</sup> appropriate for the intensity of the program. Rechecks include:

- Weight measurement using specialty portable scales. For phone calls and telemedicine consultations, this may be done by the client using their personal weight measurement device or at the regular veterinary practice prior to the appointment
- Morphometric measurements (Recheck Consultations only)
- Body condition scoring and photographs (Recheck Consultations only). For telemedicine consultations, this may be done through photographs and/or videos provided by the client prior to the appointment
- Review of progress, addressing any questions or concerns and adjusting the weight management program as needed
- Written update reports (Recheck Consultations only) sent to the client and the regular veterinary practice within 48 business hours of the Recheck Consultation
- Celebration of successes!

<sup>‡</sup>*Recommended recheck frequency: Weight Loss Programs, 2 weeks; Maintenance Programs, 6 weeks*

## WRITTEN REPORTS

These are provided to the client and the regular veterinary practice by email within 48 business hours of the Comprehensive and Recheck Consultations – as well as any time significant changes are made to the program – to maintain open and clear communication and ensure optimal continuity of care for the pet. Written reports are included in the Comprehensive and Recheck Consultation fees.



## COACHING & SUPPORT

Throughout any package timeline, clients have unlimited access to our team by text, email, or phone for coaching, support, questions, or concerns. For clients purchasing services individually, Coaching & Support is available for a limited time of two weeks following an appointment. Please expect up to a 48-business hour response time.

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For more information on Packages & Individual Services, please contact:

 [info@thehealthierpetwithin.ca](mailto:info@thehealthierpetwithin.ca)

  226 820 1665