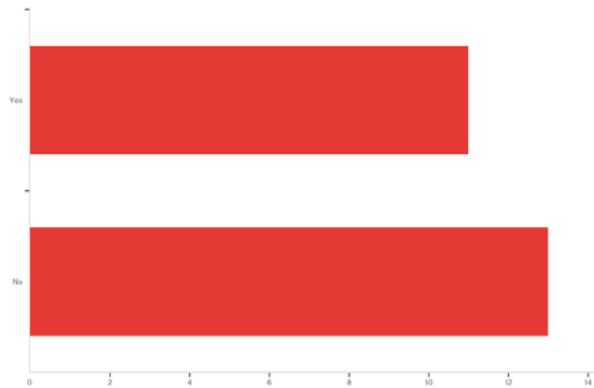




VSPA Non-profit Survey 2017

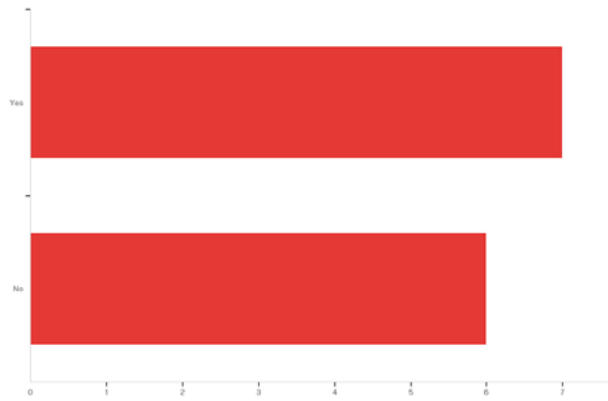
October 15th 2017, 5:11 pm EDT

Q1 - Do you have a managed IRS approved non-profit patient care fund (501c3)?



#	Answer	%	Count
1	Yes	45.83%	11
2	No	54.17%	13
	Total	100%	24

Q2 - If you do not have 501c3, do you have an unofficial charitable patient care fund?



#	Answer	%	Count
1	Yes	53.85%	7
2	No	46.15%	6
	Total	100%	13

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Q3 - What year did you start your fund?

What year did you start your fund?
2017
2008
2017
2008
2015
2016

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Q4 - What features does your non-profit have?

What features does your non-profit have?

Pets on the Mend (POM) has been established to provide monetary assistance to dogs or cats being treated at Animal Emergency & Referral Center of Minnesota (AERC) for life-threatening health ailments or injuries.

Assistance payments to families that qualify

Not free care, assistance up to 50% of total

Maximum assistance for pet owners = \$2000

Potential full payment for retired working dogs

Nothing special. It's used for "angel fund" type cases and it's through the VCF.

provide support financial support to clients unable to pay emergency bill; provide funding to offer CE programs for veterinarians and lvt's; provide support to other animal non profits locally.

We limit up to \$1000 per case. Clients must be able to initially cover half of the cost of treatment.

We participate in several funds: Ladybug Fund is for ER cases that have a good prognosis and that pet would otherwise be euthanized. Monkey's Ashes covers the cost of euthanasia and body care. Necropsy Fund allows for necropsy of cases for learning purposes or to determine diagnosis. Compassion Fund for any case with approval of committee.

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Q5 - How do you define client eligibility (income, debt to income ratio, pet's quality of life upon returning home, etc.?)

How do you define client eligibility (income, debt to income ratio, pet's q...

POM will use the following criteria to determine whether funds will be disbursed for an animal's care:

- Prognosis - The pet must have a good prognosis for recovery, according to an AERC veterinarian.
- Necessity - The opinion of the treating veterinarian as to the medical necessity and urgency of the treatment needed.
- Owner Responsibility – We look for responsible pet owners who want to provide medical care for their animals and are able to do so on an ongoing basis.

Income / number of people in household

Patient must have a reasonable prognosis

We do not have an income requirement. The pet must have a good prognosis.

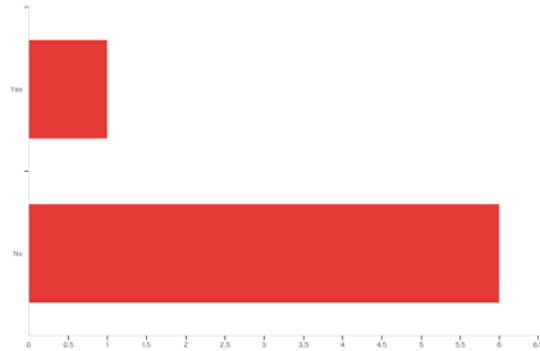
Eligibility is determined on a case by case basis. Age, prognosis, aftercare are all considerations.

Primarily financial hardship, must try to find other funds. Other requirements: demonstrate responsible pet ownership, good prognosis, agree to follow up care, spay/neuter pet, declined or maxed out Care Credit, must pay minimum of \$100; one-time use. Ladybug \$300 recommended per case; Monkey's Ashes \$50/euthanasia, \$120/body care; Necropsy \$250/case; Compassion committee discretion, available funds.

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Q6 - Do you ask for proof of eligibility (1040 etc.)?



#	Answer	%	Count
1	Yes	14.29%	1
2	No	85.71%	6
	Total	100%	7

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Q7 - If you do require proof of eligibility what documentation do you require?

If you do require proof of eligibility what documentation do you require?

No documentation, but they sign an "under penalty of perjury" statement.

We generally take clients at their word. We do ask that they apply for Care Credit and show proof of being declined or maxed out. They also must demonstrate that they've tried to find funding elsewhere (low cost clinics, friends/family, etc.). We do require an application be completed that includes photo ID and we take photos of the client and pet to use for fundraising.

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Q8 - **How** do you determine patient qualification (diagnosis, prognosis, other)?

How do you determine patient qualification (diagnosis, prognosis, other)?

PETS ON THE MEND DOES NOT FUND:

- Basic care, including but not limited to routine spay and neuter, food or pet supplies, deworming, grooming, flea treatments, vaccinations or routine veterinary care.
- Treatment that has already been done, or bills already paid.
- Treatment at a facility other than AERC.
- Rescue animals. Funds may be used for permanent adoptions already made. You must have owned your animal for six months or longer and intend to keep the animal.
- Cancer treatment after the first course of treatment has failed, palliative care, or euthanasia.
- Animals used for breeding.
- Medical needs which have been neglected past all reasonable time for treatment. For example, if your companion animal needed urgent care months ago but you were unable to fund the treatment, the fact that the care was urgent months earlier and is now critical will not qualify as a life-threatening health ailment or injury.
- Applicants whose companion animals are ill due to neglected preventative care will not be considered for funding.

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Q8 - **How** do you determine patient qualification (diagnosis, prognosis, other)?

How do you determine patient qualification (diagnosis, prognosis, other)?

1. Dr. impression of owner
2. Patient diagnosis / prognosis

Good prognosis.

pets quality of life, cost of care, how well the pet will be able to be taken care of after service is provided

Quality of life, age, prognosis, and long-term aftercare are all considerations.

Determined by doctor's discretion. Patient must have good prognosis and should be able to hospitalized for less than two days. Cases are stabilized and often referred to low cost clinics for surgery. Client must have a good attitude as well. They are required to complete an application.

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Q9 - **Who** determines client & patient qualification (committee, DVM's, administrators etc.)?

Who determines client & patient qualification (committee, DVM's, administra...
DVM on-duty at the time the patient comes in
Final approval is a designated Board Member.
DVM
dvms and administrators
Owner, administrators.
Ladybug: There's usually a consultation with either the clinic owners and/or hospital operations coordinator. Monkey's Ashes: DVM discretion. Necropsy: DVM discretion. Compassion Fund: committee

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Q10 - Does your fund have other functions/operations - blood bank, cancer target, good Samaritan etc.?

Does your fund have other functions/operations - blood bank, cancer target,...
No
Blood Bank Cancer Fund Cardiac Care Fund Eye Care Fund Dental Care Fund Retired Working Dog Fund
Nope
books, technology advancement, grieving room
We hope that our Compassion Fund will eventually be endowed with enough money to provide funds to offset the cost of Good Samaritan care (right now we write this off), care for police dogs, etc.

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Q11 - How has having this fund changed the perspective of clients & pcDVM's about your practice?

How has having this fund changed the perspective of clients & pcDVM's about...

We only just began the fund and have not begun to disburse funds yet.

Qualifying clients seem appreciative.
Clients who don't qualify are sometimes bitter.
PCVets perspective is variable.

Too soon to tell

not sure

We really don't advertise the fund so I can't really speak to this.

While we occasionally have an outlier who feels they deserve free vet care, most clients are extraordinarily grateful when funds are applied to their accounts to offset the cost of care. We do not advertise the funds, but only talk about them when a client voices an inability to pay for care as we discuss estimates. We have a process for passive donations to the funds (a check box on our check in forms) that clients are often happy to check and donate \$2 to many hundreds of dollars to the fund. Clients have voiced gratitude that we have such funds available to help others in need and it reflects positively on the practice.

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Q12 - What effect does this fund have on your staff?

What effect does this fund have on your staff?

They have been asking for us to create an Angel fund for some time, so once it is up and running, we anticipate the effect will be positive.

In general they seem to take it for granted, but hopefully it decreases ethical dilemmas.

Too soon to tell

some participate in fund raising events and others feel is somewhat a conflict of interest

I can only really speak to the change in perspective of our staff. It has certainly helped with compassion fatigue that we can often see with these cases.

These funds have provided significant relief for staff when they deal with financially strapped clients, which is stressful for all parties. While there is a good deal of training required for staff to learn how each fund works, the response is overwhelmingly positive. In general, we all wish we could have much more money available to help even more people.

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