



# Guide Dogs for the Blind

## Health Care & Reimbursement Guidelines For a GDB Puppy's Local Veterinarian

Veterinary care for puppies will be provided based on the type of illness and symptoms a puppy presents.

Contact Guide Dogs for the Blind's Veterinary Financial Assistance (VFA) Team to obtain authorization, discuss treatment plans, or address any reimbursement questions. Pre-authorization is not required if the total bill is less than \$200 or the appointment is for scheduled vaccines, heartworm test, and heartworm medication.

- Call (800) 295-4050, then option 2, and option 2 again to reach the VFA team.
- VFA is available Monday through Friday from 8am to 5pm Pacific time.

### Vaccinations

GDB puppies leave campus having been given certain vaccinations and anti-parasitic treatments. When puppy raisers receive the puppy, they are instructed to continue with an outlined vaccination schedule. A copy of the [Puppy and Raiser Information Sheet](#) and [Vaccine Schedule Chart](#) will be included in the Veterinary Care Orientation Packet that the puppy raiser provides to you on the puppies first visit.

We do not recommend Corona virus or Lyme disease vaccines. If you have any questions about the administration of one of these vaccinations, please contact the GDB VFA team. The puppy's first adult Rabies and DA2PP vaccination boosters will be due at approximately 16 months of age.

It is critical that we receive documentation of all vaccines the puppy receives prior to recall. The GDB VFA team is to be notified in the event that a puppy has an allergic reaction to a vaccination. Raisers may ask to save the vials that their puppy's vaccination originated from or will ask to write down the following information: brand of vaccine (i.e. Ft. Dodge), components (i.e. distemper, adenovirus, parainfluenza, parvo virus) and the lot number.

### Heartworm Preventative

GDB provides the initial supply of Heartgard® Plus heartworm preventative for each puppy. Raisers are instructed to administer heartworm preventative to the puppy on the first of every month.

### Fleas and Ticks

Puppy raisers receive a year supply of Nexgard® chewable tablets for flea and tick treatment. Raisers are instructed to administer Nexgard® to the puppy on the first of every month. If you notice external parasites on the GDB puppy you are examining, please confirm the raiser's use of the provided product.

### Females in Season

When female GDB puppies come into season, they can either stay in a raiser's home for the duration of their season or be boarded at a professional boarding kennel at the raiser's expense. For in-house boarding, raisers need to consult their leader and Puppy Raising Field Manager for approval and guidelines.

### Spay/Neuter

Never spay or neuter a GDB puppy without authorization from GDB. The Puppy Raising Department sends an official spay/neuter letter to raisers to give to their veterinarian. When having a puppy spayed or neutered, no reimbursement authorization is necessary as long as the cost for the procedure falls within the existing guidelines (neuters: \$300; spay: \$350). **If the cost of the spay or neuter exceeds these guidelines, VFA team must be contacted for authorization prior to surgery.** Immediately upon completion of the altering procedure, please complete and return the spay/neuter certificate provided by GDB.

**Emergency Care**

In the event of an emergency, GDB consents to stabilizing treatment. As soon as a puppy's condition is stabilized, GDB VFA team must be notified before further care is provided. In cases of more involved or prolonged care, GDB puppies may be transported to a GDB facility.

Outside of normal business hours, call (800) 295-4050 and follow the prompts to reach someone to discuss ongoing emergency care.

**Reimbursement Procedures**

For full details, see [Instructions for Submitting Veterinary Invoices for Reimbursement](#). To request reimbursement for veterinary care, veterinarians must complete the [Veterinary Expense Reimbursement Request Form](#) and return to:

[vetbill@guidedogs.com](mailto:vetbill@guidedogs.com)

OR

Guide Dogs for the Blind  
Attn: Accounting Department  
P.O. Box 151200  
San Rafael, California 94915-1200

If your veterinary hospital has never requested reimbursement from GDB in the past, please also fill out the enclosed [W-9 Form](#) to ensure prompt payment. If payment is required at the time of service, the puppy raiser will be asked to pay up front and then request reimbursement from GDB.

When you help GDB and guide dog puppies, you are helping your community. We greatly appreciate veterinarians who help strengthen our mission by offering discounted or donated services. Thank you!