



Alta Rancho Pet and Bird Hospital
 8677 19th. Street
 Alta Loma, CA 91701 (909)-980-3575
Reid Shufer, D.V.M., Kathy Henderson, D.V.M. & Associates



NEW PUPPY ESSENTIALS

Dear New Puppy Owner,

Congratulations on your new puppy! We share your excitement on the new addition to your family. In order to validate your Moondoggies warrantee, you are required to bring your pet to see us within the first 72 hours of ownership so that we can give them a free, health check up.

Please call our office at 909-980-3575 and make your appointment today.

We have included our new client paperwork and hospital policies with this handout. **We encourage you to fill in this information and either fax it back to us at 909-948-5167**, or bring it with you on your first visit. This will save you time during your first visit and help us to have everything ready for you when you arrive.

As the official veterinary hospital for Moondoggies, we would like to give you some general care tips on handling your new pet. If questions arise, we will be happy to address them during your first visit.

Feeding:

- ♥ Young puppies have small stomachs and should be fed frequently. We recommend the following schedule:
- ♥ Fresh water should be available throughout the day and the bowl should be washed daily.

| Weight of Puppy | Age | Frequency |
|-----------------------|----------------------|-----------------|
| UNDER 5 POUNDS | Under 8 weeks | 4-6 times daily |
| | 8-12 weeks | 4 times daily |
| | 12 weeks to 8 months | 3 times daily |
| | Over 8 months | 2 times daily |
| OVER 5 POUNDS | Under 12 weeks | 4 times daily |
| | 12 weeks to 8 months | 3 times daily |
| | Over 8 months | 2 times daily |

Isolation: Moondoggies does a great job with preventive care for their puppies. However, even with the best methods, puppies may contract contagious diseases, which could spread to other pets in your house such as upper respiratory infections, intestinal parasites or skin parasites. Therefore;

- ♥ We recommend that you keep you pet isolated from other dogs for at 1 to 2 weeks when you get them home. This will give ample time for any disease they may be incubating to show it self.
- ♥ Wash your hands after handling your new pet so as not to spread germs to your other pets.
- ♥ Use separate food and water dishes for the pets for the first 2 weeks
- ♥ Do not allow the pets to go eliminate in the same area until we have performed a stool test.

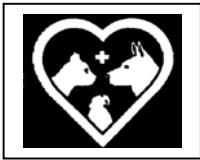
Potty Training: We recommend the crate training method for potty training. The accompanying handout explains the technique in great detail.

Child Pet Interactions: Young children may injure small puppies accidentally. Therefore we recommend that an adult supervise all child-pet interactions.

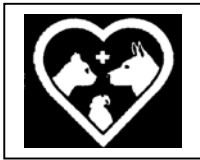
Pet to Pet Interactions: Many pets are not happy when a new pet is brought into the home. Most of the problems, which arise, have to do with territoriality, jealousy and fighting over possessions. Therefore, we recommend:

- ♥ Always greet your older pets first when entering the house, despite your excitement over the new puppy.
- ♥ Always feed your older pets first and preferably feed new pet out of sight of the old pets.
- ♥ When first bringing the two pets together, have a leash on both pets so you can control them. If your older pet shows signs of aggression (growling, snarling, hair raised) move the puppy away to a distance, which stops the behavior. Slowly bring the puppy closer (this may take many sessions) while encouraging your existing pet.
- ♥ Do not praise your other pet when he/she is growling.
- ♥ Do not leave the two pets alone together until you are sure they are getting along.

We look forward to meeting you and your new puppy. We encourage you to visit our website; www.Altaranchopet.com. Our site is loaded with information about our practice and pet health care. Check out the information library. We have compiled a “new puppy presentation” (under the “presentations” page, which you can view on your computer in the comfort of your home. This will answer many of the common questions which new puppy owners are interested in. We hope that all of your family will find it enjoyable and informational.



ALTA RANCHO PET HOSPITAL NEW CLIENT INFORMATION FORM



Welcome to Alta Rancho Pet & Bird Hospital. We are happy that you have chosen us to care for your valuable pets. Please take a few moments to fill out the following questionnaire. The information requested will help us to provide you with the high quality service that you deserve.

CLIENT INFORMATION:

MRS. MS. MR. DR. _____ SPOUSE'S NAME #: _____
 (Circle) (Last Name) (First Name) (MI)

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____ Ext: _____

Spouse's Work Phone: _____ Ext: _____ Pager: _____ Cell Phone: _____

Email address: _____ May we notify you about pet related news and information via email? Yes No

Employer: _____ Address: _____

HOW DID YOU HEAR ABOUT OUR PRACTICE?:

Yellow Pages (GTE Clark National) Coupon Moondoggies Sign Shelter _____

Friend: (please tell us who referred you so that we may thank them): _____

Other (specify): (please tell us who referred you so that we may thank them): _____

FINANCIAL INFORMATION: (THIS INFORMATION IS REQUIRED FOR CHECK CASHING PRIVILEGES):

Social Security #: _____ Driver's License _____ State: _____ Expiration: _____

Birth Date: _____ Credit Card: Visa M/C Discover American Express : _____ Exp: _____

Bank: _____ Branch: _____ Account Number: _____

PET INFORMATION:

How many, and what type of pets do you own? _____ Dogs _____ Cat(s) _____ Bird(s)

Other (specify) _____

From what source to you acquire your pets? Pet Shop Breeder Friends Shelter

How often do you generally visit your veterinarian? every few years Once yearly twice yearly As needed

Have you taken your pet(s) to another veterinarian in town? Yes No

If yes, which practice? _____

May we contact them and request a copy of your pet's records? Yes No

What did you like best about your previous veterinarian? (optional response) _____

What caused you to leave your previous veterinarian? (optional response) _____

Thank you for taking the time to fill out this form. The doctor will see you just as soon as this information is entered into the computer system and your file is established.

ALTA RANCHO PET HOSPITAL- NEW PET INFORMATION FORM

PLEASE TAKE A FEW MOMENTS TO ANSWER THESE QUESTIONS REGARDING YOUR PET. THE ANSWERS PROVIDED WILL HELP US TO PROVIDE YOU AND YOUR PET WITH THE HIGHEST QUALITY OF MEDICAL SERVICE.

CLIENT INFORMATION:

MRS. MS. MR. DR. _____ PHONE #: _____
 (Circle) (Last Name) (First Name) (MI)

PET INFORMATION:

Name: _____ Species: Canine Feline Avian Other: _____
 Breed: _____ Date of Birth: _____ Color: _____ Sex: Male Neutered Female Spayed
 At what age did you obtain your pet? _____ At what age was your pet sterilized? _____
 From what source did you obtain your pet? Pet Store Breeder Shelter Friend Other: _____
 Is your pet currently taking any medication? (Please specify drug name, amount and frequency): _____

When was your pet last vaccinated against the following diseases?

| | | | | |
|-------------------|-------------------|-------------------|------------------|--------------|
| Dogs: _____ DHLP | _____ Parvovirus | _____ Coronavirus | _____ Bordetella | _____ Rabies |
| Cats: _____ FVRCP | _____ Pneumonitis | _____ Leukemia | _____ F.I.P. | _____ Rabies |

If it is medically appropriate, would you like us to vaccinate your pet today? Yes No
 Has your pet had a stool examination for parasites within the last 12 months? Yes No
 If not, would you like us to perform one today? Yes No
 Has your dog been tested for heartworm disease within the past 12 months? Yes No
 If not, would you like us to perform the test today? Yes No
 Has your cat ever been tested for Feline A.I.D.S and/or Feline Leukemia Virus? Yes No
 If not, would you like us to perform the test today? Yes No
 Does your pet have a microchip identification implant? Yes No
 If so, please note the ID number: _____ If not, would you like one implanted today? Yes No
 When was the last time your pet had his/her teeth cleaned? _____
 Would you like the Doctor to give you an estimate for a dental cleaning procedure? Yes No

REASON FOR EXAMINATION: _____

How long have the symptoms been present? _____
 Has the problem been getting worse, better or not changing? _____
 Are any other pets in the house ill? No other pets No, other pets are O.K. Yes: (Explain)

Has your pet recently exhibited any of the following signs? (Please check the box and explain below)

| | | | | | |
|-----------------------------------|--|-------------------------------------|------------------------------------|---|--|
| <input type="checkbox"/> Vomiting | <input type="checkbox"/> Diarrhea | <input type="checkbox"/> Coughing | <input type="checkbox"/> Sneezing | <input type="checkbox"/> Difficulty Breathing | <input type="checkbox"/> Weakness |
| <input type="checkbox"/> Seizures | <input type="checkbox"/> Weight Change | <input type="checkbox"/> Scratching | <input type="checkbox"/> Hair Loss | <input type="checkbox"/> Lameness | <input type="checkbox"/> Change in Thirst or Urine |

Thank you for completing this form. We will create your pet's medical history chart in our computer and the doctor will be with you shortly.



Alta Rancho Pet & Bird Hospital

8677 19th St. Alta Loma, CA 91701

(909)-980-3575

Reid Shufer, D.V.M.



Hospital Policies:

Welcome to Alta Rancho Pet & Bird Hospital. The following list details some of our office financial and medical policies. Please take a moment to familiarize yourself with them so that we can serve you better. If you have any questions regarding these or any of our policies or practices, please feel free to discuss them with our staff.

- ♥ Please feel free to discuss fees in advance of treatment as **all fees are due and payable at the time of service.**
- ♥ Payment may be either cash, check, money order, Visa, Discover Card or Mastercard.
- ♥ Financing **may** be available with approved credit through Norwest Financial. Inquire with our reception staff for details.
- ♥ A service charge of \$25.00 will be charged for any returned checks. Once a check has been returned to us from the bank due to insufficient funds, you will be placed on a cash or credit card basis for payment for a period of one year.
- ♥ A service charge of 1.5% per month shall be applied to any outstanding balances.
- ♥ Pets may be brought to the hospital for evaluation by minors, but adult consent will be required prior to any treatment.
- ♥ A deposit is required for all boarding, hospitalized and/or surgical patients.
- ♥ For their safety and the safety of others, we require that all pets be on leashes or in carriers.
- ♥ All boarding and/or hospitalized pets must have proof of current vaccinations performed by a licensed veterinarian. If proof is unavailable, they will be administered upon entry at our normal fees.
- ♥ Due to the size of our hospital, we do not have a staff member on the premises throughout the night. In the majority of cases, this does not pose any undue risk to your pet. In cases where your pet is in need of 24 hour monitoring, we have access to the facilities at the Emergency Pet Clinic in Montclair. Your pet may be transported there at your request (and at your expense) if it is deemed necessary and/or if you prefer such care. Of course, you will be responsible for the fees incurred at the EPC and must arrange payment with them directly.

I, _____ have read the policies put forth above and I understand them fully.
I agree to adhere to these policies as a client of Alta Rancho Pet & Bird Hospital.

Signed: _____

Date: _____



Housebreaking Your Puppy—The Crate Training Method

The crate training method is one of the simplest and most effective method of house training a dog. The method relies on the dog's natural instinct to keep its sleeping quarters clean. The main concepts behind crate training are:

- ♥ We will leave the pet in the crate at all times that he/she is not in direct control of the owner. That means that the dog will eat, sleep and spend all hours that you cannot supervise him/her in the crate.
- ♥ Every time you remove the pet from the crate, you will give it the opportunity to eliminate in the appropriate place (be it out doors, or in a specific area of your house or apartment).
- ♥ Every time the dog eliminates where you want it to, you praise him/her lavishly.
- ♥ The positive reinforcement will be the most effective training aid.

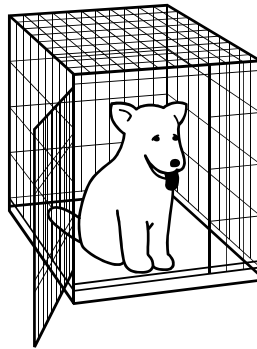
Here are a few things to keep in mind when beginning your training:

- ♥ Dogs & puppies like to be clean and to sleep in a clean area.
- ♥ Puppies have limited bladder control and therefore need to urinate frequently.
- ♥ All dogs do best when kept to a routine schedule.
- ♥ Dogs will tend to eliminate under the following circumstances:
 - ⇒ When waking up in the morning or after a nap
 - ⇒ Within 1/2 hour after eating
 - ⇒ Before going to sleep

Preparing the crate:

1. Choose a crate that is relatively small so the dog will not be tempted to use one end of it as a bathroom. If you've bought a crate for him to "grow into", you can also get dividers to reduce the inner space while he's small. If he must be left alone while you're at work,

then a larger crate is okay. Put a stack of newspapers at one end for him to use when you can't be home to let him out. Once he's developed better control, he won't need the newspapers unless you're going to be gone all day. Change the papers several times a day if they've been soiled.



2. Select food and water dishes that will not be easily tipped over (the ones that clamp onto the crate are ideal).
3. Select bedding that will be easily cleaned and not torn up.
4. Place a few safe toys in the crate for the puppy to play with.
5. Place the crate in an area of the house where the puppy will see and hear people. Your puppy might not like the crate at first. Don't give in to complaining or tantrums! If you're sure he isn't hungry or needs to eliminate, ignore his cries. Eventually he'll settle down and sleep which is what crates are for! If you are having problems getting the pup to go into the crate, you might try giving a treat every few times you put the dog in his crate, he'll soon look forward to going in.

The Daily Schedule:

We want to establish a regular routine for the puppy so that each time he eliminates we are there to make it a success.

1. First thing in the morning, **carry** the puppy to the area of the yard you want him to eliminate in. By carrying him, you will minimize the chance of accidents on the way to the area and condition him to feel the grass under his feet when eliminating instead of your carpet.
2. Allow the pup to stay in this area for 5-10 minutes or until he eliminates. **When he eliminates praise him lavishly.**
3. Return the puppy to the crate and feed breakfast.
4. Wait 30 minutes and repeat steps 1 and 2. If the puppy is successful at either time then you can keep him out to play for 1-2 hours watching for signs of impending elimination such as sniffing and turning in circles. If you think the pup is about to eliminate, pick him up and take him outside again.
5. Return the puppy to the crate after play time to sleep.
6. Repeat steps 1-4 at around noon to coincide with his lunch time.
7. Repeat steps 1-4 again around dinner time
8. Repeat step 2 before going to bed.
9. Place the puppy in the crate for the night without food. Fresh water should be left in over night.

While this schedule is hectic at first, the results of all this running in and out will pay off in short while. Soon the pup will start to whine when it needs to eliminate and you should be attentive to these calls.

Paper Training:

Paper-training your pup will make the overall job of housebreaking much harder and take longer because it gives the pet mixed messages; that it is O.K. to eliminate both outside and on or near papers.. By **only** allowing the pup to relieve itself outside, you're teaching it that it's not acceptable to use the house. If you must use newspapers when you're gone, keep to the regular housebreaking schedule when you're at home.

Outdoor Hygiene:

Keep your dog's yard picked up and free of old stools. Many dogs choose an area to use as a bathroom. If left to become filthy, they'll refuse to use it and will eliminate in the house instead! If your dog has to be tied up when he's outside, keeping the area clean is even more critical.

Handling Accidents

Remember, this method of housebreaking is based on PREVENTING accidents. By faithfully taking the dog out often enough, you'll get faster results than if you discipline the puppy after the accident has already happened. If your puppy makes a mistake because you didn't get him out when you should have don't blame him.

If you catch the pup in the act, stay calm. Holler NO while you scoop the puppy up immediately - don't wait for him to stop piddling - and carry him outside to an area he's used before. As you set him on the ground, tell him "***This is where you go potty***" and praise him as he finishes the job. Leave him out a few more minutes to make sure he's done before bringing him back in. Any other corrections such as rubbing his nose in it, smacking with newspapers, yelling, beating or slapping **only confuse and scare the dog**. If you come across an "old" accident, it really doesn't pay to get too excited about it. Dogs aren't smart enough to connect a past act with your present anger and he won't understand what you're so mad about. He'll act guilty but it's only because he knows you're mad at him.

Cleaning Up Accidents:

If you've worked hard with this training method, you won't have many! Put your puppy (or adult dog) away out of sight while you clean up a puddle. Dog mothers clean up after their babies but you don't want your puppy to think that YOU do, too! Clean up on linoleum is self-explanatory. On carpeting, get lots of paper towel and continue blotting with fresh paper until you've lifted as much liquid as possible.

There are several home-made and commercially available "odor killers" that are helpful. In a pinch, plain white vinegar will work to help neutralize the odor and the ammonia in the urine. (Don't use a cleaner with ammonia - it'll make it worse!) Sprinkle baking soda on the spot to soak up moisture and to help neutralize odor, vacuum when dry. At the pet store, you can find a good selection of products that may be more effective. A diarrhea stain on carpeting or upholstery can be lifted with a gentle solution of lukewarm water, dishwashing soap and white vinegar. Puppies are attracted to urine odors and their noses are much better than ours! Even when using a commercial odor killer, a teeny residue will be left behind that our dogs can smell. Keep an eye on that spot in the future! This remarkable scenting ability does have an advantage - if you must paper-train your dog and he doesn't know what newspapers are for yet, "house-breaking pads" are available at your pet store. Treated with a mild attractive odor (too weak for us to smell), your puppy will gladly use them!

Failures In A Housebroken Pet:

Keep in mind that health problems, changes in diet and emotional upsets (moving to a new home, adding a new pet or family member, etc.) can cause temporary lapses in house training. Diabetes, kidney failure and heart failure and urinary tract infections in both puppies and adults can cause dogs to have to urinate more often. Urinary infections in young female puppies are common. A symptom is frequent squatting with little urine release and possibly bloody urine. If you suspect a

physical problem, please bring in your dog for an examination.

Sudden changes in dog food brands or overindulgence in treats or table scraps can cause diarrhea. In addition, poor quality feeds can lead to diarrhea. Dogs don't need much variety in their diets so you're not harming yours by staying to one brand of food. If you make a change, do it gradually by mixing a little of the new food with the old, gradually increasing the amount of new food every day. A sudden change of water can cause digestive upset, too. If you're moving or traveling, take along a couple gallons of "home" water to mix with the new. Distilled water from the grocery store can also be used.

Advice For Owners of Male Dogs:

Your male puppy will begin to lift his leg between 4-9 months of age. It signals the activation of his sexual drive and instinct to "mark" territory. This is a perfect age to neuter your dog and avoid the unwanted behaviors that accompany sexual maturity - marking in inappropriate places, fighting and aggression toward other male dogs. Intact (non-neutered) males will mark any upright object and are especially hard on your shrubbery and trees. Some males will also mark inside the house, particularly if another dog comes to visit or if you're visiting in someone else's home. If you use your male for breeding, you can expect this behavior to get worse. Neutering your dog will protect his health, help him to live longer and be a better pet along with improving his house manners!

We hope that this handout will help you train your new puppy to be an enjoyable member of the family. If you are having any problems with this subject or any other aspect of your pet's health care or training, please feel free to contact us



New Puppy Checklist

| | |
|---|--|
| <p>Physical Examinations:</p> <ul style="list-style-type: none"> ♥ Good health begins with preventive medical checkups. During the examinations, the doctor will check all the organ systems to make sure your puppy has no birth defects and that he/she is developing normally. ♥ We recommend exams every three weeks along with immunizations until 16 weeks of age, then once yearly. | <p>Physical Exams Scheduled? <input type="checkbox"/></p> |
| <p>Nutrition:</p> <ul style="list-style-type: none"> ♥ Proper nutrition is essential for your new puppy to grow properly. Puppies should be fed 4 times daily until they are 12 weeks of age, then 3 times daily until 8 months of age then 2 times daily for life. ♥ We recommend <i>Science Diet Growth formula</i> or <i>Large Breed Growth formula</i> for pets who will exceed 40 pounds as adults in either the dry or canned formula for the 1st year of life. ♥ Vitamins: During this active stage of growth your Puppy will benefit from a general vitamin supplement, We recommend <i>Nutraved Chewable vitamins</i>. | <p>Puppy Food Selected ? <input type="checkbox"/></p> <p>Vitamins Selected ? <input type="checkbox"/></p> |
| <p>Immunizations:</p> <ul style="list-style-type: none"> ♥ In order to protect your new Puppy from some very dangerous diseases, it is important that he/she gets immunizations beginning at 6 weeks of age, every 3 weeks until 16 weeks of age. ♥ Puppies should be vaccinated against Distemper, Hepatitis, Parainfluenza, Parvovirus, CoronaVirus and Bordetella at each visit. ♥ Each of these vaccines must be repeated yearly. We will send you an e-mail and/or postcard to remind you next year. ♥ Rabies vaccination is given at or after 16 weeks of age and is good for 1 year. | <p>Vaccinations Scheduled? <input type="checkbox"/></p> |
| <p>Internal Parasite Control</p> <p>Most of the parasites live in the intestine and steal nutrients from your pet. The only “worms” you are likely to see are Roundworms (small pieces of round spaghetti) or Tapeworms (flat linguine or dried rice grains). We perform stool exams to check for the presence of parasites in the intestines, especially the ones you can’t see.</p> <ul style="list-style-type: none"> ♥ All Puppies should have a stool test performed to check for the presence of internal parasites every year. ♥ All Puppies should be taking <i>Iverhart Plus</i> to prevent Heartworm disease, which is contracted by Mosquito bites. | <p>Stool Test Performed? <input type="checkbox"/></p> <p>Heartworm Prevention <input type="checkbox"/></p> |
| <p>External Parasite Control:</p> <ul style="list-style-type: none"> ♥ Fleas, ticks, lice, and mites pose a threat to your Puppy. We highly recommend all puppies be placed on the once a month flea control drug; <i>Frontline Plus</i> to prevent a flea infestation from occurring in your environment. ♥ We carry a complete line of flea control products that are safe for use in your environment. If you have a problem in the house or yard. | <p>Flea Control Products Selected? <input type="checkbox"/></p> |
| <p>Ear, Skin and Nail Care:</p> <ul style="list-style-type: none"> ♥ Ears should be cleaned weekly using an appropriate ear cleaner. We recommend <i>Vet Solutions Ear Cleaner</i>. Fill the ear canals, massage the base of the canal, and clean out the fluid with cotton balls, not Q-tips. ♥ Your Puppy can be bathed as frequently as once weekly provided you use the appropriate shampoo. We recommend <i>Hylte Hypoallergenic Shampoo</i> as a general shampoo. ♥ It is important to keep your pet’s nails trimmed. Teaching them at a young age to allow you to trim them will make it easy throughout their lives. We have trimmers and <i>Kwik Stop</i> styptic powder available for you. | <p>Ear Cleaning Products? <input type="checkbox"/></p> <p>Shampoo? <input type="checkbox"/></p> <p>Nail Trimmer & Kwik Stop? <input type="checkbox"/></p> |
| <p>Dental Care:</p> <ul style="list-style-type: none"> ♥ Your pet’s teeth will be falling out between 4 and 6 months of age. The adult teeth should descend when the deciduous (baby) teeth come out. Retained baby teeth will need to be extracted. ♥ You should start training your pets to allow you to brush their teeth beginning at 12 weeks of age. Brushing once daily is advised. We recommend using the <i>CET fingerbrush</i> and poultry flavored toothpaste. | <p>Dental Cleaning Products? <input type="checkbox"/></p> |
| <p>Sterilization:</p> <ul style="list-style-type: none"> ♥ We recommend all pets be sterilized at an early age to prevent unwanted pregnancy, reduce the chance of certain tumors, eliminate the problems associated with heat cycle and to prevent infections of the uterus. ♥ Sterilization surgery is generally performed at about 4 months of age. If you are uncertain about whether you wish to breed your puppy, try to have any breeding finished by 5 years of age and get the pup spayed before she gets too old. | <p>Sterilization Surgery Scheduled? <input type="checkbox"/></p> |
| <p>Puppy Health Care Program</p> <ul style="list-style-type: none"> ♥ We offer a Puppy Health Care Program that gives you a 20% discount on all the recommended services and 10% off on the diets we offer as well as sterilization surgery. Just another sign of our commitment to you and your pets. Ask our receptionist about these cost saving programs today! | <p>Enrolled in Puppy Health Care Program? <input type="checkbox"/></p> |

Assisted by: _____ Please call and ask for me if you have any questions.