Feeding Pets of the Homeless®
Emergency Veterinary Care Quick Reference

Website: www.petsofthehomeless.org
Email: info@petsofthehomeless.org
Main Line: 775-841-7463

Overview

- **Non-profit**: Limited funding; aims to assist every eligible pet.
- Operating hours are Monday – Friday 8am – 4pm PST. **No after hours assistance available**.
- **Veterinary Discount**: Network veterinarians agree to consider **20%+ off exams/treatments**.
- **Veterinarian Hotline**: Private extension **2095** (rings all Case Managers).

Procedure

1. **Pre-Approval**
   - Client must complete an online application at https://petsofthehomeless.org/emergency-veterinary-care
   - Case Manager must approve the application. Case Manager contacts clinic to pre-authorize **initial exam & (necessary) rechecks**.
   - Client schedules appointment directly with veterinarian.
2. **Treatment Authorization**
   - Veterinarian sends **estimate** (call/email/fax) **before treatment**.
   - Case Manager reviews, approves & issues **authorization code**.
   - All exams/treatments **must** be pre-approved. Treatment authorization valid for **30 days only**.
3. **Payment**
   - After treatment, send **itemized invoice** via email.
   - Accounts Payable will call with credit card (no card kept on file).
4. **Restrictions**
   - **No prior approval = no payment.**
   - All pets treated **case-by-case**.
   - **If a client makes an appointment and is a no-show**, please notify us ASAP, as we understand your time is extremely valuable and **we will no longer help the client**.
   - Case Managers are available: **Mon–Fri, 8 AM–4 PM PST** (after-hours messages returned next business day).
   - **Referrals must go through Case Manager** before client visits another hospital.
   - We rely on the professional recommendation of the veterinarian. **In the event there is a poor prognosis, we will not pledge excessive funds.**
   - **Please call the appropriate authorities should you suspect animal abuse/neglect.**

Homelessness Verification (Required)

- **Qualifying situations**: shelter, campground/tent/vehicle, inadequate housing, motel (less than one year), couch-surfing (short-term), HUD-VASH veteran.
- **Proof accepted**:
    - Verified living situation from shelter, social services, law enforcement, food bank, VA case manager
    - Proof provided to veterinarian & forwarded to FPOTH

Services Covered

- Acute injury/illness
- Vaccines during approved procedures
- Spay/neuter during approved procedures
- Limit of **3 pets per household**
- Flea/tick prevention (first 3 months)
- Heartworm prevention (first month)
- Euthanasia (communal cremation **only**)

Services NOT Covered *(Exceptions noted)*

- Routine dental cleaning (unless extractions necessary)
- Ongoing meds/treatments
- Boarding or abandonment charges
- Non-core vaccines (unless high-risk)
- Pets with cancer or diabetes
- Most ultrasounds >$500
- Annual bloodwork for thyroid/diabetes
- Grooming (unless health-related)
- Heartworm tests (unless suspected)
- Blood transfusions
- Surgery above funding limit (unless supplemented)
- CPR (owner responsible)
- No-shows (no future help)
- Acupuncture/holistic care
- Microchips/licenses

Note: Feeding Pets of the Homeless may decline service based on eligibility, services list, procedures, or funding limits. Feeding Pets of the Homeless reserves the right to refuse service to anyone.

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