The puppy is not right

Is it an emergency?

- **NO**
  - Call your leader for advice.
  - If you do need to visit the vet, ask if the visit will cost more than $150
  - No need for authorization from GDB

- **YES**
  - Contact GDB for approval. Call the Support Center at 800-295-4050
  - Send in your invoice and reimbursement forms with your authorization number if needed.
  - Follow up with your leader until the puppy is well.

Get to the emergency vet ASAP!

- Contact your leader and GDB as soon as you can. Call the Support Center at 800-295-4050 for an authorization number.
- Send in your invoice and reimbursement forms with your authorization number.
Is this a routine visit for vaccinations or other care?

NO

Follow the vaccination schedule on the Info Sheet. Send a copy of the vaccine records to ipuppy@guidedogs.com and include the info on your monthly report.

YES

Call your leader before going to the vet unless it is an emergency (if so, go directly to the vet and call as soon as you can).

NO

No need for authorization from GDB

YES

Contact GDB for approval. Call the Support Center at 800-295-4050

Follow the vaccination schedule on the Info Sheet. Send a copy of the vaccine records to ipuppy@guidedogs.com and include the info on your monthly report.

ASK YOUR VETERINARIAN IF THE VISIT WILL COST MORE THAN $150

NO

Ask your veterinarian if they will bill GDB, or if you will pay and request reimbursement (self-pay)

NO

Self-Pay

YES

Contact GDB for approval. Call the Support Center at 800-295-4050

Get a copy of the invoice and receipt, then fill out the vet reimbursement form from your puppy packet. Send all 3 to GDB for reimbursement. Include your authorization number if needed.

NO

No need for authorization from GDB

YES

Contact GDB for approval. Call the Support Center at 800-295-4050

Get a copy of the invoice and receipt, then fill out the vet reimbursement form from your puppy packet. Send all 3 to GDB for reimbursement. Include your authorization number if needed.

Give the vet a copy of the vet reimbursement form from the puppy packet to submit with an invoice. Give them your authorization number from GDB if needed. Be sure to get a copy of the invoice for your records.

Reminder: Non-Reimbursable Items

The following items are not available for reimbursement:

- Any grooming, including toenail clipping and anal gland expression
- Food and supplements not on the approved Nutritional Guidelines or pre-approved by GDB
- Vaccinations not listed on the approved guidelines
- Pill pockets
- City or county licensing fees or Rabies tag fees

NOTE: GDB needs complete veterinary records on all dogs; if you or your veterinarian are not requesting reimbursement we ask that you send us a record of all care provided. Thank you!