



## VETERINARY HOSPITAL/CLINIC INFORMATION

**You are receiving this because one of your clients has engaged with Pet Chance to try to raise money to help with his/her financial obligations to your hospital/clinic.**

### **What is Pet Chance?**

Pet Chance is a specialized *crowd funding* web site that helps pet owners raise money for pet medical expenses when money is tight. Crowd funding is a system where a large number of people contribute small amounts of money to a larger cause. Our mission is: “We remove obstacles that deny pet owners the ability to provide proper medical treatment for their pets.”

### **How does it work?**

A pet owner (Client) creates a user account and registers a Pet on PetChance.org. He/she then creates a *Chance* – a web page that describes the medical treatment that is/was required for the pet, along with the amount he/she wishes to raise through donations.

Once the Chance page is submitted by the Client, Pet Chance contacts you – the “Hospital” – to verify that the details are accurate.

**Important -- Privacy Statement:** Pet Chance will never ask you to disclose information that has not already been provided by the Client. By submitting a Chance, the Client has agreed to our Terms of Use, which explicitly grants authorization to his/her Hospital to confirm the details requested by Pet Chance. (See <http://www.petchance.org/home/terms> for details.) Pet Chance respects the need for Client and Patient privacy. Therefore, if you require written or verbal authorization before verifying the requested information, Pet Chance will be happy to work with the Client to facilitate this.

Once the Chance is verified, Pet Chance makes the web page public and the Client can solicit donations. When the required amount is reached, and as long as treatment has been provided, you can submit an invoice to Pet Chance. Pet Chance can make payment by check within 15 days of your invoice or we can fax a credit card authorization to you, often same-day if prior arrangements are made. We understand that many hospitals require payment at time of service and strive to accommodate this requirement.



## What do I need to do?

1. The following information must be verified/provided before Pet Chance can make a Client's Chance page public and allow money to be raised:
  - Confirm the person named is your Client and that the pet specified is one of your Patients.
  - Confirm that the treatment specified by the Client is one that is either included in a treatment plan (i.e. has not been provided yet) or has already been provided to the pet.
  - Confirm that the amount specified is roughly aligned with the amount of the treatment plan (for future treatment) or matches an invoice (for past treatments).
  
2. The following information is also requested so Pet Chance can work together with you:
  - The state license number for the doctor(s) providing the treatment. Currently, Pet Chance will only raise money for treatment provided by state-licensed veterinarians. Requesting the license numbers is done explicitly as a due diligence process to assure our donors that we do this.
  - We will also request the name of your primary administrative/billing contact, your mailing address, and find out whether you'd prefer to be contacted via phone or email.
  
3. Once the money has been raised, Pet Chance will inform you and you can send your invoice. If you require same-day payment, arrangement should be made with the Pet Chance team at least 48 hours in advance – this is typically done by our Client but you're welcome to contact us too.
  - Note: If the Client has not raised all the money needed for treatment, we will happily remit whatever was raised; the Client is then responsible for the balance.
  - If Clients make payment to your hospital/clinic, we do permit them to raise money after the fact and we can reimburse them based on your invoice(s).

## What else do I need to know?

There are a lot of details to learn about. For example, what if the money cannot be raised? What if more money is raised than is needed? What if the Client has already paid – can they recover those costs through Pet Chance? And the list goes on.

We are highly committed to customer service and appreciate the time Hospital/Clinic staff take to help Clients with financial needs. As such, please contact us any time we can help or if you have questions.

**855-441-2000**

[support@petchance.org](mailto:support@petchance.org)

# Overall Workflow

1. Create Account/Pet

2. Create Chance

3. Submit Chance

4. Verify Chance

5. Approve Chance

6. Share & Raise Money!

7. Send Invoice(s)

8 Pay Provider

Pet Owner

Provider

PetChance

PetChance.org