



Veterinary staff share pet insurance best practices

May 30, 2024

Clinic: Canoga Park Veterinary Center
Staff Member: Gabriella Lacson, Office Manager

My main strategy is pointing out what I know based on experience during puppy/kitten visits and/or vaccine appointments. I point things out like dental disease and luxating patellas in small dogs or atopy in Frenchies and Goldendoodles. I share the costs to treat those illnesses, how pet insurance works, and how it would save them money in the long run.

It is a lengthy talk to really drive the message home but it's worth the time spent when you know there is the potential to have that pet better cared for.

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Clinic: Clinton Veterinary Hospital
Staff Member: Amanda B, Office Manager

We like to see who has pet insurance with our sign in sheet which has a column for their pet insurance provider. This shows us which clients to engage in conversation around pet insurance. The exam rooms are updated with visual information like laminated pdfs and 101 posters. Clients receive brochures from us during or after exams.

We were excited to receive neat "Ask me about Pet Insurance" buttons. Our clients use ASPCA® Pet Health Insurance. They are happy, and it works!

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