My 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

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 your puppy is well.

YES

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?

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
Follow the vaccination schedule on your puppy’s 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
No need for authorization from GDB

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

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

Vet bills GDB
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.

Self-Pay

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
- Flea and tick prevention (provided by GDB directly)
- Heartworm preventative (provided by GDB directly)
- 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!