

**VCA HOSPITALS – SPRING/SUMMER 2024**

**MUSIC & MESSAGE ON HOLD OPTIONS**

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**HOSPITAL NAME: \_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **AU#**: \_\_\_\_\_\_\_\_\_\_\_

**VOICE:** \_\_Male \_\_Female \_\_Current Voice (if available) \_\_Both Male & Female ($40 additional fee)

**MUSIC:** \_\_Current Music \_\_Light Jazz \_\_Pop Rock \_\_Soft Rock \_\_Easy ListeningHear Demos: [www.ayerplay.com/demos-vca](http://www.ayerplay.com/demos-vca))

**OPTIONAL- To include dr’s names, list last names here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**INSTRUCTIONS:** Your Music & Message On Hold Program can include 6-9 messages total. Checkmark your NEW message selections from the options LISTED BELOW, then email this form to your AyerPlay rep (in word format). If you’d like to also KEEP any messages you’re playing on hold now (from the script we recorded for you previously), list those message numbers from your current script here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. To include revisions to the messages or add custom information specific to your hospital, make a note of your changes/additions at the bottom of this form, OR email them to your AyerPlay account executive, OR edit the messages below and HIGHLIGHT your changes before emailing this form back to us.

\_\_\_(1) **OFFICE HOURS**  Thank you for choosing (your name). We’re here to serve your pets’ health needs (days and hours). A helpful member of our team will be with you momentarily.

\_\_\_(2) **CARECLUB**  Keeping your pet healthy has never been easier!  VCA CareClub offers personalized health care for your pet’s needs, from unlimited exams, vaccines and lab work to optional extras like dental care and spay or neuter. Plus, access 24/7 Live Chat with licensed veterinary professionals through the myVCA app.  Ask a member of our team to help you find the ideal plan for your furry friend’s health!

\_\_\_(3) **MYVCA APP** We’ve all been there…hectic work schedules and evening activities make the days fly by, and just as you’re settling in for bedtime you notice all the items left unchecked on your to-do list.  No matter what time of day or night, the free myVCA app allows you to request your pet’s next appointment, order food and prescription refills, and much more. Download it today!

\_\_\_(4) **HOT WEATHER TIPS** Spring and summer are great times to enjoy the sunny outdoors, but warmer weather can pose risks to your pet. Always make sure shade and fresh drinking water are available. And never leave your pet in a parked car as the temperatures can soar over 100 degrees in minutes, even with the windows open.

\_\_\_(5) **STAFF SHORTAGE** A nationwide staff shortage has resulted in longer wait times at animal hospitals across the country.  We understand this can be frustrating, and we truly appreciate your patience and kindness with our staff as they do their best to serve you.  All of us at (hospital name) care about each pet that comes through our doors, and our commitment to providing the highest quality care has not changed.

\_\_\_(6) **HEARTWORMS The flourishing mosquito population due to spring rains and summer heat puts both indoor and outdoor pets at risk for heartworm disease. Preventive measures are** far safer and less costly than treatment of this potentially fatal illness, found in all 50 states. Our doctors strongly recommend year-round prevention since seasonal coverage isn’t worth the risk. Ask a member of our team for more details.

\_\_\_(7) **BOARDING** Planning a summer vacation? Let (your name) take the worry away! Our trained, animal-loving staff provides safe and comfortable boarding services and cares for your pets as if they were their own. And, in case of any medical needs, our doctors are close by. We fill up fast, so make your pet’s boarding reservation as soon as possible.



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\_\_\_(8) **VCA HOME DELIVERY** Fed up with frequent trips to the store for your pet's essentials? At (your name) we offer the convenience of home delivery, so you can have your pets’ prescriptions, food, parasite preventives and more delivered directly to your door.  Sign up at shop my vca dot com, or ask a member of our team for more information.

\_\_\_(9) **FEAR FREE** Visiting our office can be scary for some pets. That’s why (doctors’ names) and our staff have been trained to use fear-free care techniques to help make your pets’ experience as stress-free as possible. We’re able to offer a more positive, safe experience for our patients, clients and staff. Schedule an appointment and let us provide your pet with fear free care!

\_\_\_(10) **DENTAL** Doggy breath is no joke! Bad breath can mean that your pet has dirty teeth or even dental disease, which can lead to loose teeth, reddened gums, and more serious health problems. Schedule an appointment for (doctors’ names) to examine your pet’s teeth and gums to help determine if there are dental issues you should know about.

\_\_\_(11) **FLEAS & TICKS** Warmer temperatures create ideal conditions for fleas and ticks to thrive. These bothersome bugs can cause big problems with allergies, tapeworms and even Lyme Disease. It’s easier than ever to protect your pets with safe, effective, and convenient products. Ask about the best option for your pet when we return to your call.

\_\_\_(12) **ALLERGIES** While people may sneeze when they have allergies, animals usually itch. Dogs and cats can be allergic to pollen, mold spores, dust or other allergens that are inhaled or absorbed through the skin. At (your name), our doctors offer safe and effective ways to help relieve your pet's allergy miseries. Schedule an appointment today.

\_\_\_(13) **SENIOR PETS** Similar to humans, aging pets are prone to develop health problems. Because not all changes in your pet are visible, we recommend a twice-yearly physical exam to help identify areas of concern in the earliest stages. Ask about scheduling a Senior Wellness exam for your pet today.

\_\_\_(14) **AAHA** (Your name) is an accredited member of the American Animal Hospital Association, a designation held by less than 20 percent of all veterinary hospitals. Because AAHA-accredited hospitals are voluntarily evaluated on hundreds of standards, you can be confident that we provide the leading-edge veterinary care your pet deserves!

\_\_\_(15) **TRIVIA** Have you heard of “Canine Freestyle”, or "Dog Dancing"?  While it's not an Olympic sport, this canine competition features dogs and their owners performing choreographed routines set to music. Recently featured on major streaming networks, this heartwarming sport showcases the incredible bond between humans and pets. Maybe you and your furry friend could be the next top-dog dancing-duo!

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**ADDITIONAL CHANGES/COMMENTS/SPECIAL INSTRUCTIONS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 **For additional message topics, make a note above to let us know what you’d like to add to your script**

 **(such as…Acupuncture, Arthritis, Anxiety, Cats, Chiropractic, Counseling, Digital Radiology, Doggie Day Care,**

**End of Life Care, Exotics, Grooming, Laser Surgery, Obesity, Social Media, Specialties, Vaccinations, etc.).**

***\*\* To order customized Auto Attendant Greetings for your phone system, email the text to your AyerPlay account executive \*\****