

**VCA HOSPITALS 2025 SPRING/SUMMER OPTIONS FOR**

**MUSIC & MESSAGE ON HOLD PROGRAM - Page 1 of 2**

**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) DOCTORS’ NAMES: \_**\_\_\_\_\_\_\_\_\_(Insert last names here, or type “same as before”, or “no names”)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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 continue using any current messages you’re playing on hold now, list those at the bottom of this order form. If you’d like to make revisions to any messages or add other 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) where we treat your pets like family. We’re here to serve your pets’ health needs (days and hours). Please hold and a helpful member of our team will be with you shortly.

\_\_\_\_(2) **CARE CLUB** Looking for a way to make your pet’s healthcare more affordable? A VCA Care Club membership covers essential preventive care, including exams and vaccinations, and 24/7 live chat with a veterinary professional through the My VCA App. Visit our website to enroll!

\_\_\_\_(3) **HOME DELIVERY** Skip the trip to the store with VCA Home Delivery! Get your pet’s prescriptions, food, and supplies delivered right to your door. With fast and reliable service, taking care of your pet’s needs has never been easier.

\_\_\_\_(4) **MY VCA APP** Take your pet’s healthcare with you wherever you go. The My VCA app lets you schedule appointments, request prescription refills, and access your pet’s medical records all in one place. Stay connected with your pet’s veterinarian and enjoy a convenient way to manage their care with the My VCA app. Download it today!

\_\_\_\_(5) **ANXIETY**  Do the storms of spring and summer cause your paw-pal distress? Many animals struggle with anxiety…from thunderstorms and fireworks, to car travel and vet visits.  Pets can also have trouble adjusting to changes in lifestyle, such as a new baby or moving to a new home.  If anxiety is taking a toll on your pet *and you*, ask us about possible solutions to manage their stress.

\_\_\_\_(6) **MICROCHIP** Recent natural disasters have shown us images of stranded animals and grief-stricken pet owners. Thankfully, we’ve also seen heartwarming stories of happy reunions due to microchipping. By inserting a tiny chip under your pet’s skin, animal shelters use a scanner to access your contact information. Pets are reunited with their owners every day because of this affordable tool. Ask for details.

\_\_\_\_(7) **PARASITES** Spring and summer are the perfect times for outdoor fun, but they’re also prime seasons for parasites like fleas, ticks, and mosquitoes. Protect your pet from these pests with regular prevention and check-ups. Keep your pet healthy and happy by staying on top of parasite protection.

\_\_\_\_(8) **BOARDING** Looking for a safe place for your fur-baby while you're away this summer? (Your name) offers professional boarding services, providing expert care, plenty of attention, and a comfortable environment. Whether it's a short visit or an extended time away, trust us to keep your pet happy and healthy throughout their stay.

\_\_\_\_(9) **HEAT STROKE/CARS** Never leave your pet in a parked car, especially during warm weather! Even with the windows partially open, temperatures inside a car rise quickly, leading to heatstroke which can be life-threatening. Always take your pet with you or leave them safely at home to avoid the dangers of heat exposure.

\_\_\_\_(10) **TORN ACL**  We often hear about athletes having a ruptured or torn A-C-L, but did you know this injury of the anterior cruciate ligament is very common in larger breeds, and older or overweight dogs?  If your dog has been limping or seems to be in pain, schedule an appointment for an exam with (doctors’ names).

\_\_\_\_(11) **BEACH DAYS** Heading to the beach with your dog this summer? Keep these tips in mind… Check the sand's temperature with your hand to avoid burning your dog’s paw pads. Apply pet-safe sunscreen and offer breaks with shade and fresh cool water. Be cautious of rough waves and strong currents, and prevent your pup from eating sand or seaweed. And remember, the beach isn’t for every dog. Make sure your furry friend is well socialized and responsive to basic commands for a safe and enjoyable outing.

\_\_\_\_(12) **EAR INFECTIONS** If your pet is shaking their head or scratching their ears frequently, it could be an ear infection. Especially common in dogs with large, floppy or hairy ears, these infections can cause discomfort, pain, and even hearing loss if left untreated. If you notice redness, odor, or discharge, schedule an exam with (doctors names).

\_\_\_\_(13) **HOT SPOTS/GROOMING** Hot spots are common in both cats and dogs during warm weather. These painful, itchy skin infections can develop when the undercoat sheds and becomes trapped next to the skin. Regular professional grooming will help keep your dog’s skin fresh and healthy during the dog days of summer. Schedule an appointment with (your name) today.

\_\_\_\_(14) **DENTAL** Healthy teeth mean happy pets! Regular dental care helps prevent bad breath, dental disease, and other health problems. From dental check-ups to professional cleanings, we want to keep those tails wagging and smiles shining bright. Schedule a dental check-up with (doctors’ names) and give your pet a reason to flash their pearly whites!

\_\_\_\_(15) **SOCIAL MEDIA**  Em***BARK*** on a journey with us! Connect with our furry family on social media to stay informed with the latest in pet care tips, adorable patient stories and photos, and current promotions.

\_\_\_\_(16) **ONLINE BOOKING** Making your pet’s next appointment is now a breeze! At (your name), our online booking system lets you plan veterinary visits whenever it works for you, no matter where you are. Visit our website or use the My VCA App to browse appointment times.

\_\_\_\_(17) **DROP OFF APPOINTMENTS**  At (your name), we prioritize your pets' well-being and understand the demands of your busy schedule.  Ask a member of our team about arranging a convenient drop-off time, ensuring your pets receive their necessary veterinary care while you manage your daily activities hassle-free.

\_\_\_\_(18) **ARRIVING ON TIME**  The team at (hospital name) kindly requests that you arrive on time for your appointment.  Your promptness allows us to give you and your pet the attention you deserve, while remaining on schedule for our patients. We appreciate your understanding and cooperation in helping us provide the best experience for all our clients.

\_\_\_\_(19) **TRIVIA** Does your dog do the upside-down, wiggle-around, back-rub-on-the-floor routine? If so, it’s often their version of a 'happy dance'. Whether it’s pure joy or ultimate comfort vibes, the next time they bust out their signature move, it’s safe to say they’re living their best life!

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**LIST BELOW ANY MESSAGES YOU WISH TO KEEP FROM CURRENT RECORDING:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LIST BELOW ANY ADDITIONAL CHANGES / COMMENTS / SPECIAL INSTRUCTIONS:**   
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**For more message topics, make a note above & let us know what you’d like to add to your script (such as…Acupuncture, Arthritis, Cats, Chiropractic, Counseling, Digital Radiology, Doggie Day Care, End of Life Care, Exotics, Laser Surgery, Lyme Disease, Obesity, Specialties, Vaccinations, Wellness Exams, etc.).**

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