



My Best Friend clinic - New Hampshire Humane Society  
1305 Meredith Center Road, Laconia, NH 03246  
bestfriend@nhhumane.org

## FREQUENTLY ASKED QUESTIONS

[www.nhhumane.org/bestfriend](http://www.nhhumane.org/bestfriend)

### GENERAL INFORMATION

**What services do you provide?** - The My Best Friend clinic at the New Hampshire Humane Society provides low-cost, high-quality necessary veterinary care for dogs and cats: spay/neuter, wellness exams and basic vaccines, and humane euthanasia.

**Do you see sick pets or pets with health concerns (vomiting, diarrhea, parasites, hairloss, lameness, lethargy, check ears/skin/eyes, urinary issues, weight loss)?** – No. We are not a full-service vet hospital, and we are not able to see sick pets or pets with health concerns. We do not provide any after-hours, weekend, or emergency care.

**How do I book an appointment?** – You can now schedule on our website at the top of this page by clicking "Schedule Now".

**How much do you charge?** – You can find our full pricelist on our website at the top of this page.

**How do I contact you if I have other questions?** – Email is our primary form of communication. Our email address is bestfriend@nhhumane.org. If your pet is currently with us for a surgery appointment, you can text 207-477-6665. Text messages received outside of your pet's scheduled surgery appointment date, or for any other reason, will NOT be answered.

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### SPAY/NEUTER INFORMATION

**How much is a spay/neuter at your facility?**

- Cat spay OR neuter package - \$150
- Dog neuter package - \$250
- Dog spay package - \$350

**What is included in the spay/neuter package?** - All spay/neuter packages include: spay/neuter surgery with tattoo, rabies vaccine, microchip, nail trim, E-collar, post-op pain medication, and one-time flea/ear mite treatment (if needed).

***Do you provide other vaccines or services?*** – Yes! We provide numerous other vaccines and services as add-ons to the surgery package. Please see our full pricelist on our website.

***Is there a discount if my pet is already microchipped or up to date on their rabies vaccine?*** – Due to our services being bundled as a package to keep our costs as low as possible, there are no discounts for any declined/unnecessary services.

***Is the rabies vaccine required?*** – Rabies vaccination is required by New Hampshire state law and may not be declined unless a pet is already up to date. We will accept a rabies certificate, vet records, or town license as proof of prior vaccination. Rabies tags alone will not be accepted.

***Does my pet have to receive a microchip or tattoo?*** Microchip and tattoo are REQUIRED and may not be declined. Microchips are crucial in helping reunite lost pets with their owners. The tattoo is a visual indication that a pet has already been spayed/neutered.

***Are there any restrictions for weight or age for spay/neuter?***

- All pets must be over 12 weeks of age
- All pets must be over 3 pounds in body weight
- All pets must be under 80 pounds in body weight
- We reserve the right to decline care to severely aggressive pets that compromise our staff's safety.
- Pets that are severely obese may be referred to a full-service vet hospital.

***My dog is a brachycephalic breed (ex. French bulldog, Pug, Boston terrier). Can they be spayed/neutered at your facility?*** – Yes! We do not have any breed restrictions. We will spay/neuter brachycephalic breeds.

***My pet was diagnosed with pyometra, can they be spayed at your facility?*** – Yes! Please email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) to schedule. Standard pricing applies.

***What happens after I schedule a spay/neuter appointment online?*** – You will receive an email response confirming receipt of your appointment request. We will review your appointment request and, if appropriate, confirm the appointment with you. You will then receive an email with an electronic "Surgery & Anesthesia consent form" to complete before dropping off your pet. If you have prior vaccine records, please EMAIL them to [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) before your appointment. You will also receive your pet's surgery discharge instructions to read before their appointment.

***How do I pay for my spay/neuter appointment?*** – A \$50 deposit is required to request the appointment. This deposit will be credited toward the cost of the package if your appointment request is approved. It will be refunded to you if the request is denied. Once the appointment request is approved, you will receive an email with a request for the balance of the surgery package. All surgery packages must be paid in full prior to dropping off your pet. We accept most major credit cards and cash. We do not accept checks, Care Credit, Venmo, or apply pay.

### ***Can my pet eat before their spay/neuter appointment?***

- All pets can have access to water overnight the night before their appointment and the morning of their appointment.
- Dogs and cats OVER one year of age – no food or treats in the morning before surgery.
- Dogs and cats UNDER one year of age – feed a small amount (1/2 of their normal meal) in the morning before surgery.

### ***What happens the day of my appointment? –***

- All pets are dropped off at 7:30a.
- Park at the front/main entrance to the building. TEXT 207-477-6665 when you arrive. Please WAIT in your car until asked to bring your pet to the front door.
- Our team will review some brief paperwork with you and confirm the services your pet is receiving.
- After drop-off, your pet will be weighed and receive a brief physical exam by our veterinarian to confirm they are appropriate candidates for anesthesia and surgery.

### ***What time is pick-up?***

- All pets must be picked up at 4pm. We will do a group discharge discussion for all clients at that time. Please read your pet's discharge instructions prior to this. We cannot accommodate early or late pick-ups. Please make accommodations to pick up your pet at 4pm. Late pick-up may incur additional fees.
- Your pet will be sent home with an E-collar and post-operative pain medication for 2 days.
- The medical record, spay/neuter certificate, and rabies certificate will be emailed to you after the appointment.

***What if I need to reschedule my pet's appointment?*** – Please email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) ASAP. We understand that life happens, but multiple late reschedule requests may result in forfeiture of all payments. No-call, no-shows forfeit all deposits and payments made. Funds will be considered donations to help provide care for other pets in the future.

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## **VACCINE APPOINTMENT INFORMATION**

***What animals will you see for vaccine appointments?*** – We provide basic vaccine appointments for healthy pets with no current medical concerns. We cannot manage long-term medications (ex. Thyroid medication, insulin, etc). Cats over 5 months of age and dogs over 9 months of age must be spayed/neutered. Intact animals over these ages will be referred to a full-service veterinary facility.

***What vaccines or services do you provide?*** – We provide rabies, distemper, and other vaccines and routine wellness services. Please see our full pricelist on our website.

***What happens after I schedule a vaccine appointment online?*** – You will receive an email response confirming receipt of your appointment request. We will review your appointment request and, if appropriate, confirm the appointment with you. You will then receive an email with an electronic consent form to complete before your

appointment. If you have prior vaccine records, please EMAIL them to [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) before your appointment.

***What happens the day of my appointment? –***

- Park at the front/main entrance to the building. Wait in your car.
- TEXT 207-477-6665 when you arrive. Please WAIT in your car until asked to bring your pet to the front door.
- Our team will review some brief paperwork with you, confirm the services your pet is receiving, and collect payment.
- The medical record and rabies certificate will be emailed to you after your appointment.

***What if I need to reschedule my pet's appointment? –*** Please email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) ASAP. We understand that life happens, but multiple late reschedule requests may result in forfeiture of all payments. No-call, no-shows forfeit all deposits and payments made. Funds will be considered donations to help provide care for other pets in the future.

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## **EUTHANASIA APPOINTMENT INFORMATION**

***How much do you charge for euthanasia?***

- Euthanasia - \$100
- Private cremation with return of ashes to you - \$75
- Group cremation with no return of ashes - \$25

***Do I have to be with my pet during the procedure? –*** we provide euthanasia as a drop-off appointment, or you may stay with your pet during the procedure.

***What happens the day of my appointment? –***

- Park at the front/main entrance to the building. TEXT 207-477-6665 when you arrive. Please WAIT in your car until asked to bring your pet to the front door.
- Our team will review some brief paperwork with you, confirm the services your pet is receiving, and collect payment.
- If you elect to stay with your pet during the procedure, we may administer sedation medication to help your pet be relaxed. Staff will place an IV catheter in your pet's leg to provide a port for the medication that the veterinarian will administer.
- You can spend additional time visiting with your pet and when you are ready the veterinarian will come into the room to administer additional sedation medication and the euthanasia medication.
- You can spend additional time visiting with your pet after the procedure as well.

***When can I get my pet's ashes back? –*** We use Hillside Pet Crematory in Concord for our cremation services. It typically takes 2-4 weeks for ashes to be returned to our facility. We will call you to pick up your pet's ashes.