



**PennVet**  
New Bolton Center  
UNIVERSITY of PENNSYLVANIA



**FIELD SERVICE AT NEW BOLTON CENTER**

# Small Ruminant Field Service

The small ruminant population within our practice area is diverse and ever changing.

New Bolton Center Field Service is proud to provide service to both small companion animal farms and large production farms alike. Clinical specialists offer routine wellness exams and vaccines as well as reproductive and nutritional counseling. Our goal is to provide comprehensive, on-farm preventative medicine with the priority of optimizing individual animal health and wellness.

## Small Ruminant Wellness Program 2025

We are accepting new and re-enrollment applications for current field service clients through March 2025! See below for program outlines, pricing, and how to enroll.

## Make an appointment

To make an appointment, call 610.925.6310. For more information about our small ruminant field service opportunities, email us at [nbcfield@vet.upenn.edu](mailto:nbcfield@vet.upenn.edu).

Pricing effective January 1, 2025.  
Prices are subject to change.  
Please call to confirm pricing.

	COMPANION ANIMAL PLAN	PRODUCTION ANIMAL PLAN
	Clients with small herds primarily used as companion animals	Clients focused on raising animals for meat, dairy, or fiber production as well as 4H and showing
<b>Discounted annual exam per animal</b> <ul style="list-style-type: none"> <li>Flat rate of \$66 per animal during annual wellness visit</li> <li>Annual exam includes physical examination, rabies and C/D/T vaccines, and foot trimming</li> <li>This discount applies to your yearly wellness visit only and will not be applied to sick animal workups</li> </ul>	✓	✗
<b>Reproductive ultrasound discount</b> <ul style="list-style-type: none"> <li>1-10 animals = \$8/animal</li> <li>11-20 animals = \$6/animal</li> <li>21+ animals = \$4/animal</li> </ul>	✗	✓
<b>Health certificate discount</b> <ul style="list-style-type: none"> <li>\$17 for first animal, \$6 for all subsequent</li> </ul>	✗	✓
<b>Priority emergency status</b> <ul style="list-style-type: none"> <li>Waived daytime Field Service Emergency fee</li> <li>Discounted Field Service Emergency fee</li> </ul>	✓	✓
<b>Invitation to small ruminant related meetings</b> <ul style="list-style-type: none"> <li>Priority for topics requested by Wellness Plan Members. Please email seminar topics to <a href="mailto:nbcfield@vet.upenn.edu">nbcfield@vet.upenn.edu</a>.</li> </ul>	✓	✓
<b>Complimentary pair of hoof trimming shears and FAMACHA card, if desired</b>	✓	✓
<b>Farm call discount</b> <ul style="list-style-type: none"> <li>20% off farm call prices</li> </ul>	✓	✓
<b>ENROLLMENT FEE (DUE AT THE TIME OF REGISTRATION)</b>	<b>\$25/ANIMAL</b>	<b>\$60/FARM</b>

### Small Ruminant Field Service Wellness Program Terms and Conditions

- Enrollment must be completed by March 31, 2025. Enrollment process consists of submitting the enrollment form, enrollment fee, and 2025 VCPR form.
- The term of enrollment is for the calendar year of 2025 only. Re-enrollment will be required each subsequent year.
- Enrollment will be nullified if VCPR is not honored and at least one annual farm visit does not occur.
- If the services offered in your wellness program are not utilized within the enrollment term, there will not be a refund, substitution, or carry-over to the following year of enrollment.
- Plan selection may not change during the enrollment term, but may be changed during enrollment in the following year.
- Any discounts offered through the wellness program can only be applied to the enrolled animals. Should you choose to enroll in the Companion Plan and acquire a new animal during the enrollment term, paperwork and enrollment fee can be submitted for this animal at any time so that they are included in the program and will receive those discounts.
- The following services and charges are excluded from the wellness programs:
  - Vaccinations not listed above
  - Booster vaccinations for naive animals (ie. Animals receiving a vaccine for the first time that requires a second dose to reach proper levels of immunity)

Pricing effective January 1, 2025. Prices are subject to change. Please call to confirm pricing.



# Frequently Asked Questions

We have compiled some of our most frequently asked questions to help in your selection of and enrollment in one of our wellness programs. If you cannot find the answer to your question below, please call the Field Service office at 610.925.6310.

## What is the benefit of signing up for the Small Ruminant Wellness Program?

While clients are not required to sign up for the Small Ruminant Wellness Program in order to be an NBC Field Service client, it is highly encouraged by our team. Enrollment in the program gives you access to very compelling financial benefits. Enrollment requires payment of an initial enrollment fee and completion of several forms (enrollment form and a VCPR form). All enrollees, no matter the plan selected, will receive discounts on farm call fees and emergency fees (waived daytime emergency fee and discounted after hours emergency fee). Service discounts are tailored to your needs depending on if you are a companion animal owner or a production client (see next page to see the specific discounts for each plan). Consider this program like your “health insurance” for your animals. Our client feedback has consistently demonstrated that the upfront cost of the enrollment fee is quickly offset by the savings afforded by program discounts. In addition, you will be invited to our Small Ruminant Seminar Series, where our doctors present quarterly evening lectures on common management topics related to small ruminant ownership for client education and networking.

## Which program is right for me and my animals?

The Small Ruminant Wellness Program was completely revamped in 2020 to consider the specific needs of our variety of clients. We recognize that the services needed, and therefore the most common expenses, can differ dramatically depending on the role of your animals in your life so we sought to create two membership plans specifically tailored to this. Our companion animal plan is for those who have small ruminants as pets. Each of these animals will have an individual account in our records system where we can keep in depth records about each specific animal, just as a small animal vet would have for your dogs and cats. Our companion clients primarily see us for their annual wellness appointment (physical exam, vaccines, and overall health assessment), so we tailored our program to offer a discount on this annual appointment cost for each enrolled animal. Alternatively, our production animal plan is tailored to our clients with herds/flocks for milk, meat, and fiber production or 4-H/show. You will see that the service discounts for this program are focused on health certificates for travel and reproductive ultrasounds given that these are the most frequently requested services by these clients. Both plans offer the same discounts in farm call fees and emergency fees. We would be happy to help guide your selection of the best plan if you are not sure which is the best fit for your animals.

## What is a VCPR?

The Veterinary-Client-Patient Relationship (VCPR) is an important document that details the expectations between your veterinary team and you, as the client. The terms of a VCPR can be unique depending on the veterinary practice but, universally, they detail what the client can expect from their veterinary team and the requirements we have for our clients for us to provide them with veterinary care (ie. frequency of visits and code of conduct expectations). VCPRs are especially important in the provision of veterinary care to livestock as there are restrictions set by the government regarding medication usage in these species. Completion of and adherence to our VCPR is required to join the Small Ruminant Wellness Program.

Companion Animal Small Ruminant Wellness Plan Enrollment Form

Please complete the below form in its entirety and return with the signed VCPR form and enrollment fee. Completed forms should be mailed to the Field Service Office at New Bolton Center (382 West Street Road, Kennett Square, PA 19348) or emailed to our Field Service Administrators at nbcfield@vet.upenn.edu.

NAME	BREED	AGE	GENDER	IF MALE, CASTRATED?

CONTACT INFORMATION

Owner Name (please include farm manager name as well, if applicable)

Street Address

City

State

Zip Code

Telephone #1

Telephone #2

Email Address

PAYMENT

- ☐ Enclosed is a check made payable to the Trustees of the University of Pennsylvania in the amount of \$\_\_\_\_\_
- ☐ To pay with a credit card, please call the Field Service office at 610.925.6310.





## Production Animal Small Ruminant Wellness Program Enrollment Form

Please complete the below form in its entirety and return with the signed VCPR form and enrollment fee. Completed forms should be mailed to the Field Service Office at New Bolton Center (382 West Street Road, Kennett Square, PA 19348) or emailed to our Field Service Administrators at [nbcfield@vet.upenn.edu](mailto:nbcfield@vet.upenn.edu).

### CONTACT INFORMATION

Farm Name		Intended Purpose (meat, milk, fiber, show animals, etc)	
Owner Name		Farm Manager Name (if applicable)	
Street Address			
City		State	Zip Code
Telephone #1	Telephone #2	Email	
Species	Breed	Number of Animals	

### PAYMENT

- ☐ Enclosed is a check made payable to the Trustees of the University of Pennsylvania in the amount of \$\_\_\_\_\_
- ☐ To pay with a credit card, please call the Field Service office at 610.925.6310.

## Veterinarian-Client-Patient Relationship

The purpose of this document is to help open communication between the veterinarian and the client to better serve the patient. This document will be signed each year by both the veterinarian and the client.

1. New Bolton Center will be your primary veterinarian.
2. A Field Service veterinarian will visit the farm at least once a year. This visit can be used for routine tasks or for consultation and discussion with the veterinarian concerning the flock, herd, or individual.
3. The Field Service veterinarian and client will prioritize proper and legal medication use and record keeping. The Field Service veterinarian is responsible for constructing treatment protocols for the client to ensure medications are being used appropriately. It is also the responsibility of the veterinarian to approve or construct a proper record keeping method. The client is responsible for maintaining accurate records of treatments and other health events.
4. The client and Field Service veterinarian will have open discussions concerning drug use on the farm. The client and Field Service veterinarian will both be aware of which drugs are being used on the farm. Drug use includes all of the following:
  - a. Over the counter antibiotics
  - b. Over the counter dewormers
  - c. Prescription medication from Field Service
5. The Field Service veterinarian and the client will discuss ongoing animal health concerns such as animals being treated on farm by the client, animals sent into New Bolton Center or another veterinary practice, animals treated by another veterinarian from a different practice, and any other area of concern for the client and/or patient.
6. The Field Service veterinarian and the client will promptly communicate any substantial changes with one another (for example: Field Service veterinarian leaving the area, client selling most or all their animals).

We agree as the veterinarian and the client to work together for the betterment of the well-being of all animals on this farm. This signed document indicates our commitment to work together and signifies that we are part of the Small Ruminant Wellness Program.

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Veterinarian (Signed)

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Client (Signed)

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Veterinarian (Printed)

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Client (Printed)