

Paws-pectives

All about
annual
health checks

GET IT DONE ONLINE
when it suits you

Even better online services help you to book, amend and update your records, any time, any day.

7

**TIMES TO CHAT TO
YOUR PETFIRST TEAM
ON WHATSAPP OR TEXT!**

WIN!

Do you you spoil your fur friend? Tell us how to be in to win treats for you and your fur friend!

Let's get digital... We're right here when *(and where!)* you need us!

Life gets pretty busy! Before you know it, it's 9 o'clock on a Wednesday night and you've only just remembered that you need to book your fur friend's annual health check and vaccination. Or, you're on the run and have a quick question - or want to check in on your best fur friend while they're with us for the day.

In this edition of Petfirst Paws-pectives, we're taking a look at the digital services and resources created especially to help you and your fur friend every day, how - and when - it suits you.

Message your Petfirst team!

**Connect directly with
your own Petfirst team on
WhatsApp or 8628.**

Whether it's a quick question, post-op check-in or a request for food or a prescription refill, Petfirst messaging makes it easy to keep in touch when it counts.

It's never been easier to chat to the local team who know all about you and your pet.

Manage your pet online

**my
petfirst portal**

Book online 24/7.

Your mypetfirst portal is online 24/7, letting you make and amend appointments when it suits you, update details and request repeat medications or pet products.

Register with the email address we have on file for you and your pet. Not sure what it is? Ask your team!

Find it at mypetfirst.co.nz

**Interactive tools, videos,
how tos and trusted
resources at your
fingertips.**

Visit mypetfirst.co.nz for **free** 24 hour access to interactive Symptom Checker and Poisons Guide.

Access pet care information that you know you can trust along with tips, tricks and how-to videos.



Stay Connected *We're just a meow-sage away*

Your local Petfirst clinic team is close to hand! Message us on WhatsApp or free text 8628 during clinic hours to chat directly with the team about your fur friend.

Message us on

WhatsApp



Free text

8628



Quick question?

Flick us a message and get on with your day. From opening hours and appointment availability to product queries, your Petfirst team can get it done with just a few taps.



How's my baby?

We know how important your pet is to you. If they're staying with us, we'll keep you updated along the way so you feel informed, reassured, and connected. Missing them? WhatsApp us for a super-cute pic!

He's doing so well!

Healing at home? Depending on the situation, you can send us photos to show how your pet is doing or ask a quick question for reassurance without needing to come into clinic unless it's really necessary.



Where's my wallet? You don't need it!

Receive a payment link via WhatsApp or free text 8628 from our secure payment gateway. Fast, easy and convenient, so that you and your fur friend can get on with your day.

What was that again?

Got a question after your visit? Message us. We're here to help you feel confident in your pet's care, even after you've left the clinic.



Essential info in the palm of your hand

From pre-surgical preparation to preventative care tips and next steps, we can send helpful information directly to you.



Our very best tips, tricks and resources

Looking for a how to or a bit of help in medicating your pet, brushing their teeth, providing enrichment or something else? Message your local team for resources, how-tos and videos to get the job done!



Top tip!

Use WhatsApp to share photos, videos and more!
It's easy to download, free and full of features.



Get it done *online* when it suits you

Caring for your pet should feel easy, supported, and always within reach. With your mypetfirst portal and mypetfirst.co.nz, everything you need is right at your fingertips, 24/7.

my **petfirst** portal

Register or log in to your mypetfirst portal using your registered email address. Look for the **BOOK ONLINE** button at the top of our website to get started.

Pets already registered with us will be there ready and waiting, providing a one-stop-shop for all your pets' details, medications and appointments – both past and upcoming. You can update your details whenever things change and, for a little extra joy (for you and us!), you can even add a photo of your fur friend. Because **every pet deserves their moment to shine!**

Book online when it suits you. You can see availability for your clinic to pick the best time for you and let us know any symptoms or concerns ahead of your appointment.

Running low on food, flea treatment or medications? Simply request everything you need through your mypetfirst portal, whenever it suits you. Your Petfirst team will prepare your order and let you know when it's ready to collect. **You can even pay via a secure payment link ahead of time for a faster, hassle-free pick-up.**

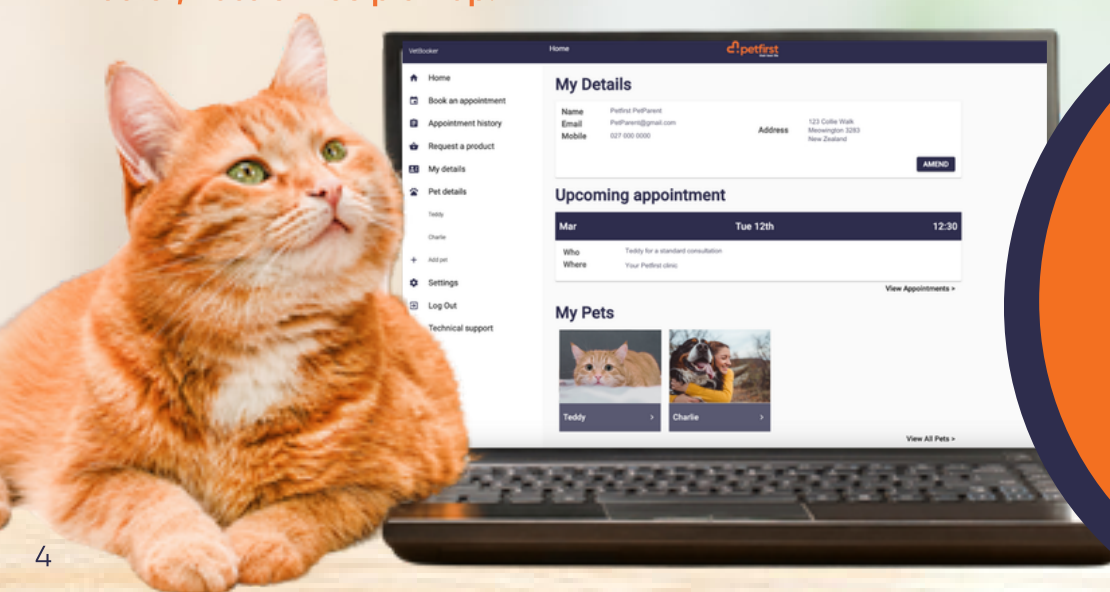
mypetfirst.co.nz

Our website is full of interactive features, advice and interactive tools.

Looking for guidance you can trust? Our website is filled with helpful articles designed to support you and your pet through every stage of life. From travel tips to everyday care and "how-to" advice. You'll find information that's practical, easy to understand, and **backed by your Petfirst team.** Because when it comes to your pet's wellbeing, having trusted advice at your fingertips makes all the difference.

Interactive Symptom Guide. Is something not quite right with your pet? Simply answer a few easy questions and get guidance on whether it's something to monitor or it's time to call your vet. It's designed to give you reassurance and help you feel confident you're making the right call for your fur friend.

Interactive Poisons Guide. If they've eaten something they shouldn't (naughty!), check it out on our Interactive Poisons Guide. It will tell you what you need to do to keep your fur friend safe and well.



Register
NOW!





Giving your new fur friend their **petfirst** best start veterinary

There's something truly special about welcoming a new puppy or kitten into your home. The first night. The first cuddle. The first time they follow you from room to room. It's the beginning of a lifelong bond – and naturally, you want to do everything you can to give your new fur friend the very best start.

At Petfirst Veterinary, we know those early weeks can feel exciting, but also a little overwhelming. From vaccinations and nutrition to behaviour and routine, there's a lot to think about – and that's where your veterinary healthcare team plays an important role.

Need a little more time, when it matters most? Our Petfirst Best Start programme has been designed especially for new puppies and kittens, focusing on their very first vaccination visit.

What makes it different?

It's a relaxed 30 minute consultation – double the length of a standard 15 minute consult at no extra cost – giving you the time and space to ask questions, talk things through, and feel confident about the decisions you're making for your new fur friend. Because those early conversations matter. It's not just about a vaccine – it's about setting your pet up for a healthy, happy life.

Support beyond the consult

After your visit, we'll stay connected with helpful guidance tailored to your puppy or kitten – building on what you've learned and supporting you through those important first few months together. Think of it as having your vet team right alongside you as you settle into life with your newest family member.

A little extra, just for you

To help make things even easier, your pet's first visit also includes a choice of a FREE vaccine or parasite treatment as part of the Best Start programme. It's our way of supporting you and your pet right from the beginning.

Know someone welcoming a new fur friend?

If you have a friend, family member or colleague who's just brought home a new puppy or kitten, this is the perfect time to share the love. A simple recommendation can make all the difference in those early days – helping them feel reassured, informed, and confident as they begin their journey as a pet parent.

You're always welcome to pick up a Best Start flyer in clinic or point them towards mypetfirst.co.nz to learn more.

Because every pet deserves their best start and every pet parent deserves to feel supported along the way.



One visit a year that can make *a world of difference* for your fur friend

The months are flying by and if your pet seems happy and healthy, it's easy to assume everything is fine. But here's the thing: pets are incredibly good at hiding discomfort. By the time something becomes obvious, it may have been developing for a while.

That's why annual health checks and preventative screenings are essential for keeping your pet happy and healthy throughout their life. A professional examination and regular blood and urine screen offers greater insights into your pet's overall health and help to uncover hidden issues or catch any potential problems early so that they can be treated before they develop further.

What happens at an annual health check?

- A complete full physical exam from nose to tail. We'll check their weight, have a listen to their heart and lungs, examine skin, feel the joints and have a look in their eyes and ears.
- A gentle look at their teeth and gums for signs of oral health concerns.
- Advice on nutrition and weight management, and discuss what's going in and what's coming out!
- Options for parasite prevention to ensure your pet is free from fleas, worms, ticks and mites.
- Time for questions and your observations about changes or behaviour concerns
- Collect blood or urine for screening if required (more about that below).

Go one step further with screening

Some conditions aren't visible on examination. Preventative blood and urine testing can uncover hidden changes before symptoms appear. This gives you and your Petfirst team the insights needed to make informed decisions.

Let's build up a 'health history' and reduce anxiety.

Seeing your fur friend regularly makes it easier for your Petfirst team to spot changes, trends and abnormalities over time so we can help you with tailored advice especially for your pet.

An annual health check also gives us the opportunity to help your pet feel more comfortable and confident at the clinic. Using treats, praise, gentle handling and "happy visits," we create positive experiences – helping your pet feel more relaxed when they're unwell or visiting for a procedure.

Make it simple with

Annual health checks and preventative screening are included in a Petfirst Wellness membership, making it easier to stay on top of your pet's care while spreading the cost.

Your pet's health check journey

A warm welcome

We'll welcome you and your fur friend and chat about how they've been feeling. This is a great time to help your pet create positive associations with a visit to the clinic.

Nose to tail check

We'll perform a gentle but thorough physical exam, checking eyes, ears, mouth skin, heart, lungs, tummy, joints and more.

Weight & body condition

We'll weigh your pet and assess their body condition to make sure they're in the healthy zone. Need a bit of adjustment? No problem!

Lifestyle & behaviour chat

We'll talk about their behaviour, energy levels, diet, exercise and life at home. What have you noticed? Do you have any concerns or questions?

Vaccine & parasite treatment

We'll review vaccinations and parasite prevention to keep them protected all year round. This protects the rest of the family too.

Nutrition check

We'll discuss their diet and make sure it's supporting their age, breed, lifestyle and health needs. Need some treats for home? Let's make them delicious AND healthy!

(optional but recommended) Health Screening

Blood and/or urine tests can find hidden changes early, so we can help you make informed decisions.

Plan and peace of mind

We'll create a personalised health plan and answer any questions so you can leave with confidence. And dish out some treats!

We can't wait to see you!

Find out more: Visit mypetfirst.co.nz or scan/click the QR code to discover more about what happens at an annual health check.



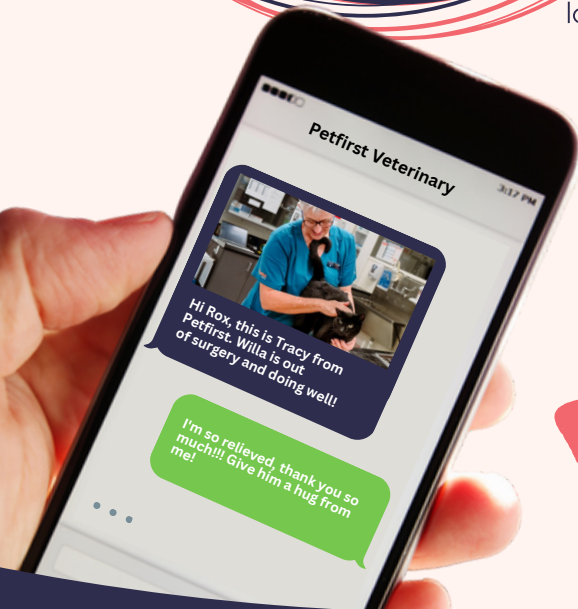


Meet Olivia

Hi! I'm Olivia, one of the vet nurses at Petfirst Te Awamutu. I've been here for three years - after initially doing a placement with the Petfirst Te Awamutu team while I was studying. I chose to be a vet nurse because I loved animals. But during my time here, the people aspect has become just as rewarding - I love being able to help people and build relationships with pet parents and their fur friends!

One of the newer ways I've been doing this is through our digital messaging platforms. These are incredible tools to help keep pet parents connected with their pets when they're staying with us - it's like they're right here taking great care of their fur family member with us.

Outside of work, I'm obsessed with my family's Pitbull - a recent arrival from a rescue. I also can't go past a Yellow Laborador and love seeing all of the cute fur friends coming in to see us every day!



#Win!

Win tasty treats for you and your fur friend!

To be in to win, tell us how you spoil your fur friend on our Facebook post!

We'll draw lots of lucky winners and share your stories in our next Petfirst Paws-pectives edition in August 2026!

Connect with your local Petfirst Veterinary team:



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