

Bizzy's Digital Resource "BOX"



Put these cards around your clinic
so the fun is within reach 24/7.



Need a brain break? Use
these cards to find fun
"Bizzy bite-sized" facts
on one side, then flip the
cards over and scan the
QR code to get access to
tips, resources, activities
and more!



Bizzy's Digital Resource "BOX"



Get tips to help you purr
through cost conversations!



Bizzy Bite:
What do clients expect
from vet teams when
it comes to talking
about cost?

- 1 An open and transparent conversation
- 2 An invoice handed to them 📄
- 3 They don't want to hear about it

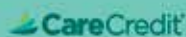


Answer: 1
According to the 2021 AVMA Language of
Care Study, pet parents want to have
financial discussions with you!

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Get more fun, relaxing and zen ideas
to help turn things around!



Bizzy Bite:

**How do you turn around
a terrible, horrible, no
good, very bad day?**

- ❶ Do chair yoga
- ❷ Breathe!
- ❸ Watch funny cat videos



Answer: ❶ ❷ ❸
It doesn't take much time to relieve stress,
anger and fatigue, so make self-care a habit!

Bizzy's
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Learn how to become a
communication sensation!



Bizzy Bite:

**What can you learn from
a cat when it comes to
client communication?**

- ❶ Be curious!
- ❷ Hide when you're scared
- ❸ Act aloof and uninterested



Answer: ❶
Taking a moment to ask questions and
understand your clients' needs can
build trust!

Bizzy's Digital Resource "BOX"



Find ways to say "goodbye"
to difficult cost conversations!



Bizzy Bite: When is the best time to talk about flexible financing?

- 1 When the client's face looks like this:
😬 or 😊
- 2 Only when the invoice has a comma in it
- 3 At every point of communication!



Answer: 3
Proactively sharing financial solutions can
help ease cost concerns and lower the
barrier to care.

Bizzy's Digital Resource "BOX"



Get tools to help your clients
be financially prepared!



Bizzy Bite: What invoice amount can trigger financial anxiety for a client?

- 1 \$1,500
- 2 \$250
- 3 \$750



*Pet - Lifetime of Care
Study, Synchrony,
August 2021.

Answer: 2
A bill of \$250 is enough to trigger cost
flexible payment options early!
anxiety! so start a conversation about

Bizzy's Digital Resource "BOX"



Check out the Synchrony
Lifetime of Care Study!



Bizzy Bite:

How many pet owners surveyed thought they were financially prepared for the cost of their pet's care, but weren't?

- ❶ 38% of cat owners/ 45% of dog owners
- ❷ 14% of cat owners/ 23% of dog owners
- ❸ 52% of cat owners/ 86% of dog owners

Source: Pet - Lifetime of Care Study, Synchrony, August 2021.



Answer: ❸
We're here with support and solutions to help more clients be financially prepared for a lifetime of care.

Bizzy's Digital Resource "BOX"



Get more info about how
CareCredit works right meow!



Bizzy Bite:

What can the CareCredit health and pet care credit card be used for in your practice?

- ❶ Products and procedures
- ❷ Prescriptions and diagnostics
- ❸ Imaging, boarding and parasite control

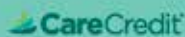


Answer: ❶ ❷ ❸ (plus more!)
CareCredit is the pet care credit card for a lifetime of care!

Bizzy's Digital Resource "BOX"



Be the coolest cat around when
it comes to CareCredit!



Bizzy Bite: Can CareCredit help clients pay for routine care for their pet?

- 1 Yes!
- 2 No, it's only for emergencies
- 3 It depends on the situation



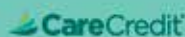
The CareCredit health and pet care credit
card can be used for routine pet care,
including annual checkups, vaccinations,
prescriptions and more!

Answer: 1

Bizzy's Digital Resource "BOX"



Find more ways to let your
custom link "speak" for you.



Bizzy Bite: What should you do when you feel too busy for cost conversations?

- 1 Let the CareCredit custom link
do the talking!
- 2 Hope for the best
- 3 Hand over the invoice and run
like a scaredy cat



Put the display and stickers to work
in your practice today!

Answer: 1

Bizzy's Digital Resource "BOX"



Find out more about how your clients can apply for the CareCredit health and pet care credit card.



Bizzy Bite: Do clients want a pet care credit card that offers flexible financing?

- 1 No way!
- 2 Probably not...
- 3 Absolutely!

*CareCredit Path to Care, Pet Care Findings, conducted by Chadwick Martin Bailey on behalf of CareCredit, October 2021



45% of consumers surveyed who do not have a CareCredit credit card would consider financing if it enables getting pet care immediately.

Answer: 3

Bizzy's Digital Resource "BOX"



Get fresh, fun ways to show your appreciation!



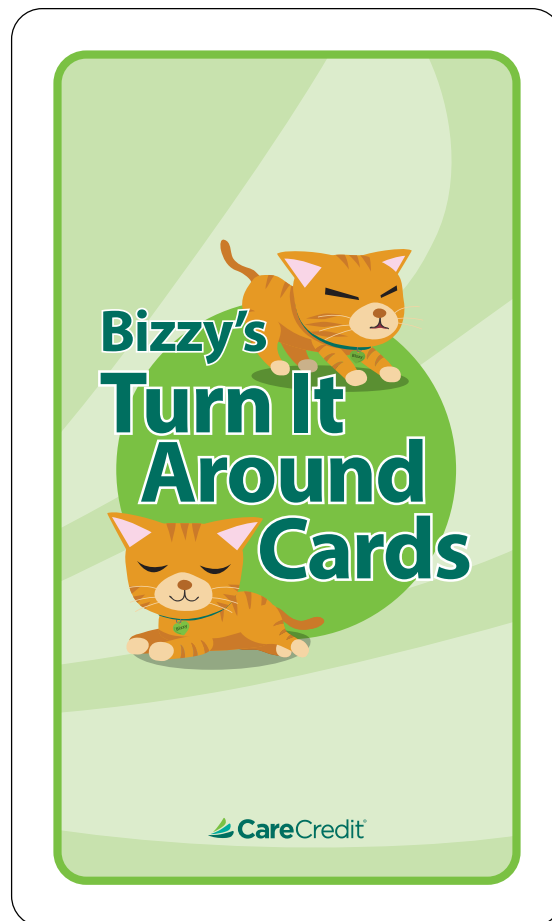
Bizzy Bite: When should you say "thank you" to a fellow team member?

- 1 When they are feeling down
- 2 When they give you a helping hand
- 3 Just because!



There is never a wrong time to let a co-worker know how great they are!

Answer: 1 2 3



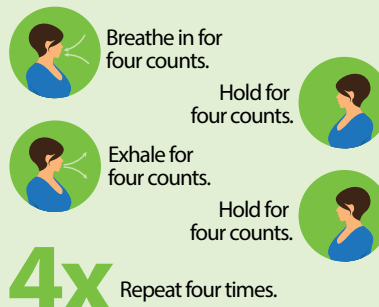
Do these 3 yoga moves

Channel your feline flexibility as you hold these stretches, breathing in ... then out. Feel your muscles relax.



Practice box breathing

Ever watch a sleeping cat and felt envious of those deep, slow breaths? You may not have time for a catnap, but you can still achieve a state of calm with this technique.



Bizzy Bite: If a client panics over an invoice, which can happen with a bill of even \$100, practice this move. You'll clear your own mind so you can help Bella's mom as well.

Synchrony Lifetime of Care Study, petlifetimeofcare.com

Eat the frog



Mark Twain once said, "If it's your job to eat a frog, it's best to do it first thing in the morning. And if it's your job to eat two frogs, it's best to eat the biggest one first." Translation? Tackle the ugliest task on your to-do list, and your day will instantly improve.

(No frogs were harmed in the making of this Bizzy card.)

Tell (or request) a joke



Doesn't matter if it's corny—in fact, dad jokes are having a moment right now! Chances are one joke will lead to another, and soon enough the silliness will chase away the busy-day blues.

*Q: Why don't cats play poker?
A: Too many cheetahs.*

¹A. De la Torre-Luque, C. Díaz-Piedra, G. Buela-Casal, "Effects of Preferred Relaxing Music After Acute Stress Exposure: A Randomized Controlled Trial," *Psychology of Music* 45, no. 6 (2017): 1-19.

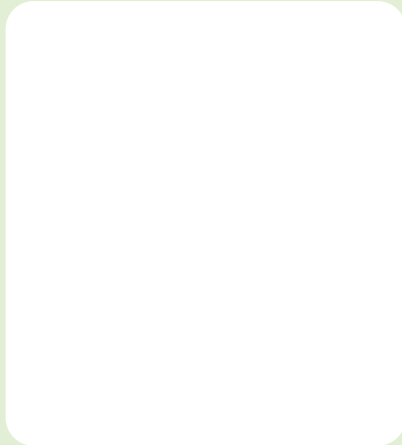
Synchrony Lifetime of Care Study, petlifetimeofcare.com

For informational use only. Endorsement not implied.

AVMA Language of Veterinary Care Study, avma.org

¹Steve Siegle, "The Art of Kindness," Mayo Clinic Health System, May 29, 2020, www.mayoclinichealthsystem.org/hometown-health/speaking-of-health/the-art-of-kindness.

Your idea here



What do you do to blow off steam or change your mood on a busy day in practice? Write/draw your idea here, snap a pic, and email it to Ideas@carecredit.com. Your idea might be chosen for a future installment of Bizzy's Turn It Around Cards!

Take a lap around the building



When you're feeling the pressure, take a quick walk outside. The quick burst of physical activity discharges stress hormones, and seeing a peek of nature—sky, sun, grass, dog-pee-resistant shrubbery—can help us regain a sense of perspective.

Eat a healthy meal



The right nutrients in the right portions are not just good for your body; they can feed your spirit too. It's easy to head for the drive-through on a busy day, but pausing to figure out a healthy lunch can set the stage for a great afternoon. If it's not possible during the workday, try for an extra-nutritious evening meal.

Read through uplifting notes from clients



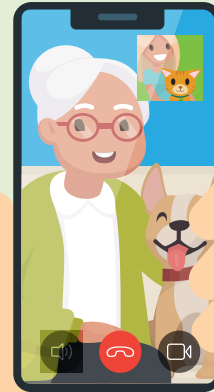
Open that drawer full of thank-you notes or stop by the bulletin board of gratitude. Then take a few minutes to read through these reminders that what you do makes a difference to pets and the people who love them.

Journal



Whether you use a fountain pen on parchment, scribble in a steno pad, or click away on your laptop, journaling is a great way to impose order on internal chaos. Write out your problem, examine why it bothers you, and list steps you could take to resolve it. Even five minutes of word therapy will provide a refresh and reset.

Call a friend or loved one



Sometimes just hearing the voice (or bark) of someone who loves us is all it takes to reverse a downward emotional spiral. Plus, talking about our problems gets them out in the open, where they seem less foreboding and more manageable.

Eat some chocolate



There's a reason we crave sweets when we're stressed—sugar boosts feel-good chemicals in the brain. Bonus: chocolate boasts additional mood-elevating properties that can soothe a rattled nervous system. So go ahead and treat your mind to a tasty bite.

Do 10 jumping jacks



Bust out this calisthenics move to raise your heart rate, discharge some stress, and feel more light on your feet. Even better, get a few folks to join in! You'll be surprised how hard it is not to laugh, which will instantly make you all feel better.



Celebrating you
and everything
you do!

*We couldn't do it
without you!*

CareCredit and Pets Best thank you, too!

**Thank you for all you do to keep
every patient purring and wagging!**



*We couldn't do it
without you,*

CareCredit and Pets Best thank you, too!

What do you
call a vet tech,
who is REALLY
good at poker?

Ace of Spays!

What is a vet tech's
favorite city?

New Yorkie!

What did Bizzy the
cat say when she
lost her toys?

*You've got to be
kitten me!*

What do you call
a dog magician?

A Labracadabrador!

What do you get
when you cross
a hammock
and a dog?

A rocker spaniel!

When you cross
a sheepdog with
a rose, what do
you get?

A collie-flower

How did the little
Scottish dog react
when he met the
Loch Ness Monster?

He was Terrier-fied!

Why was the dog
stealing shingles?

*He wanted to
become a woofer!*

What would you
get if you crossed
a cocker spaniel
with a poodle and
a rooster?

Cocker-poodle-doo.

What does
a scientist's dog
do with bones?

Barium

Did you know that
vets don't like to
buy stuff online?

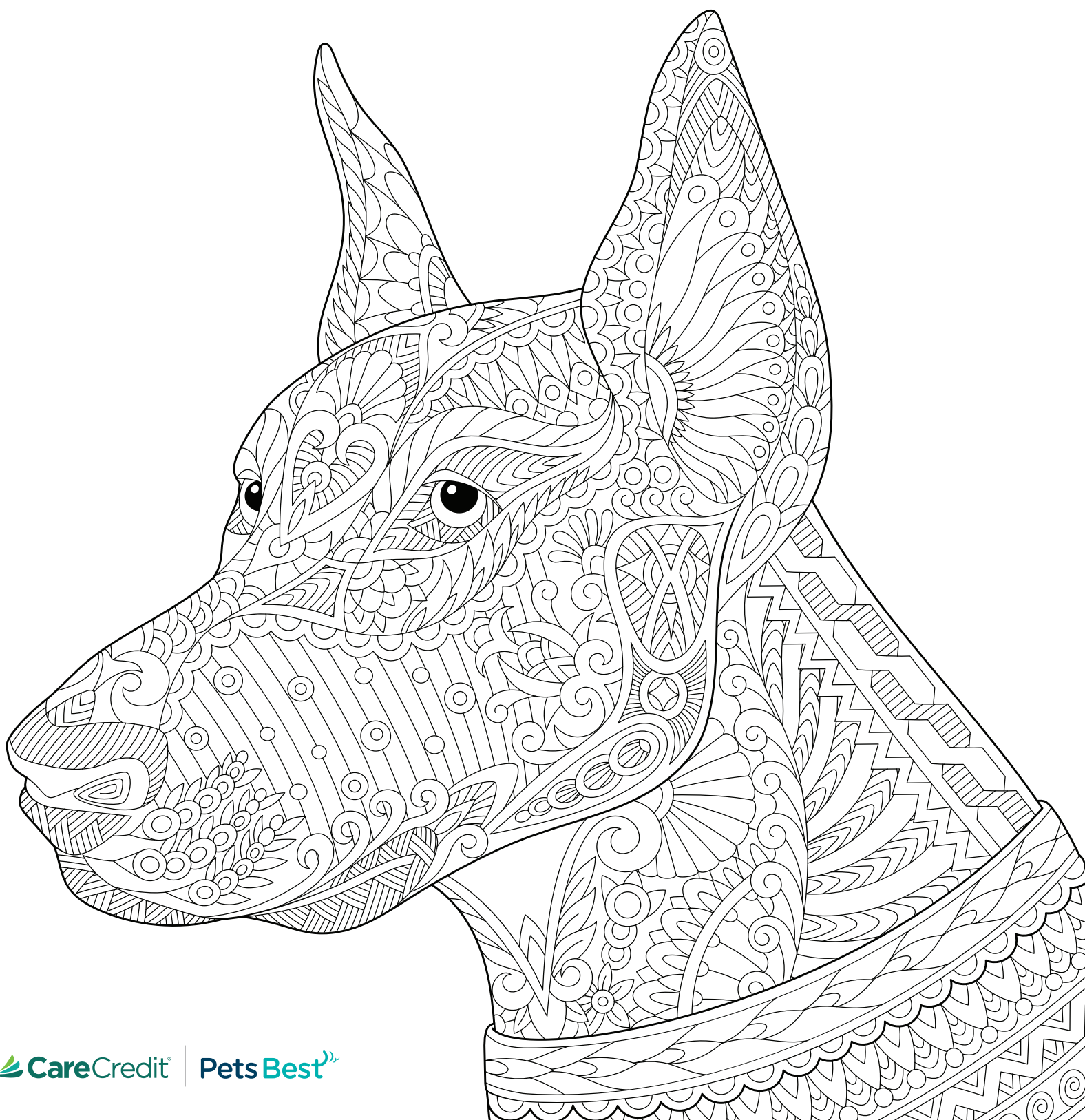
*They prefer
choosing from
a CAT-a-logue
instead!*

Why did the
vet tech take
a red pen to work?

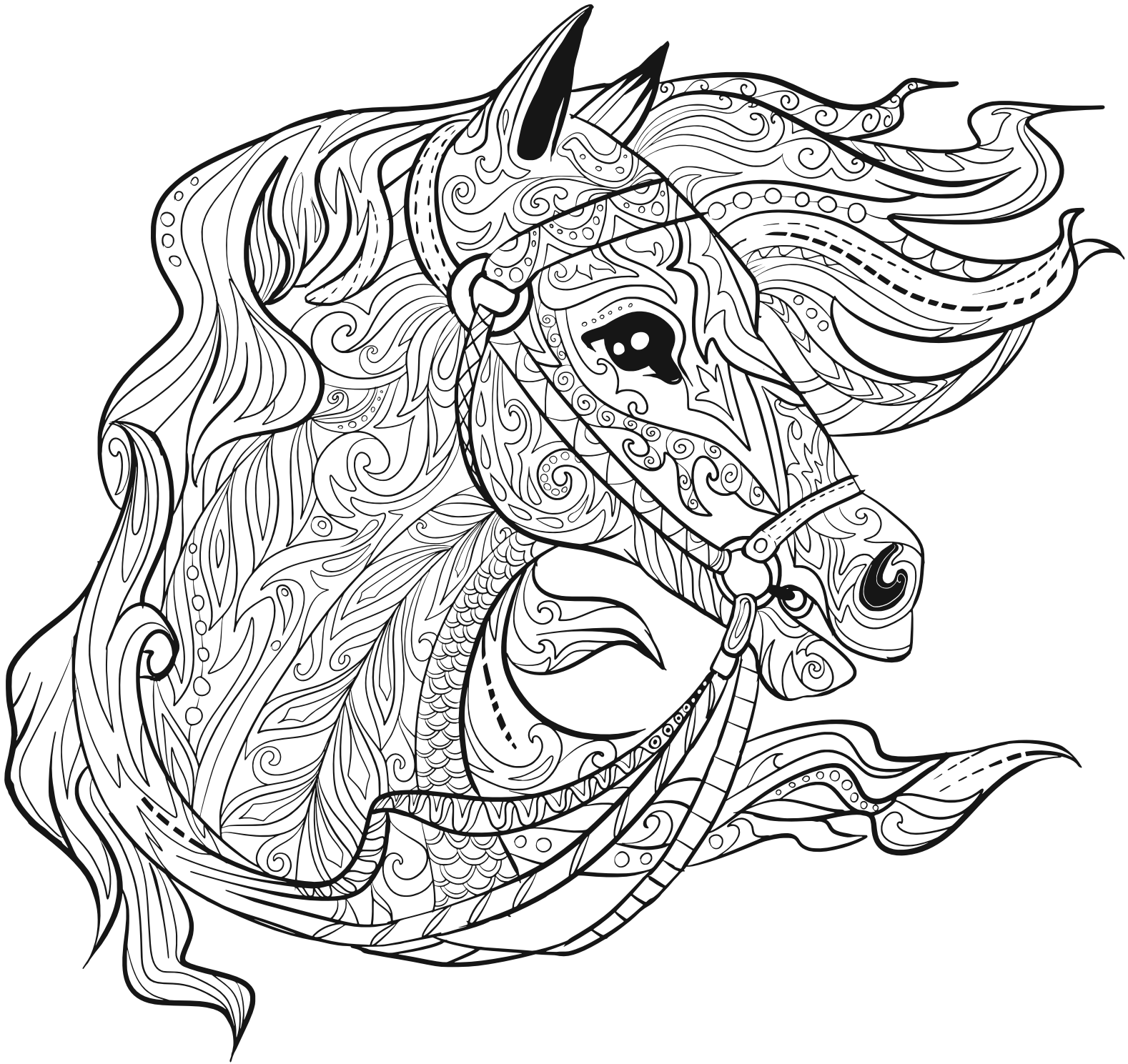
*In case she had
to draw blood!*









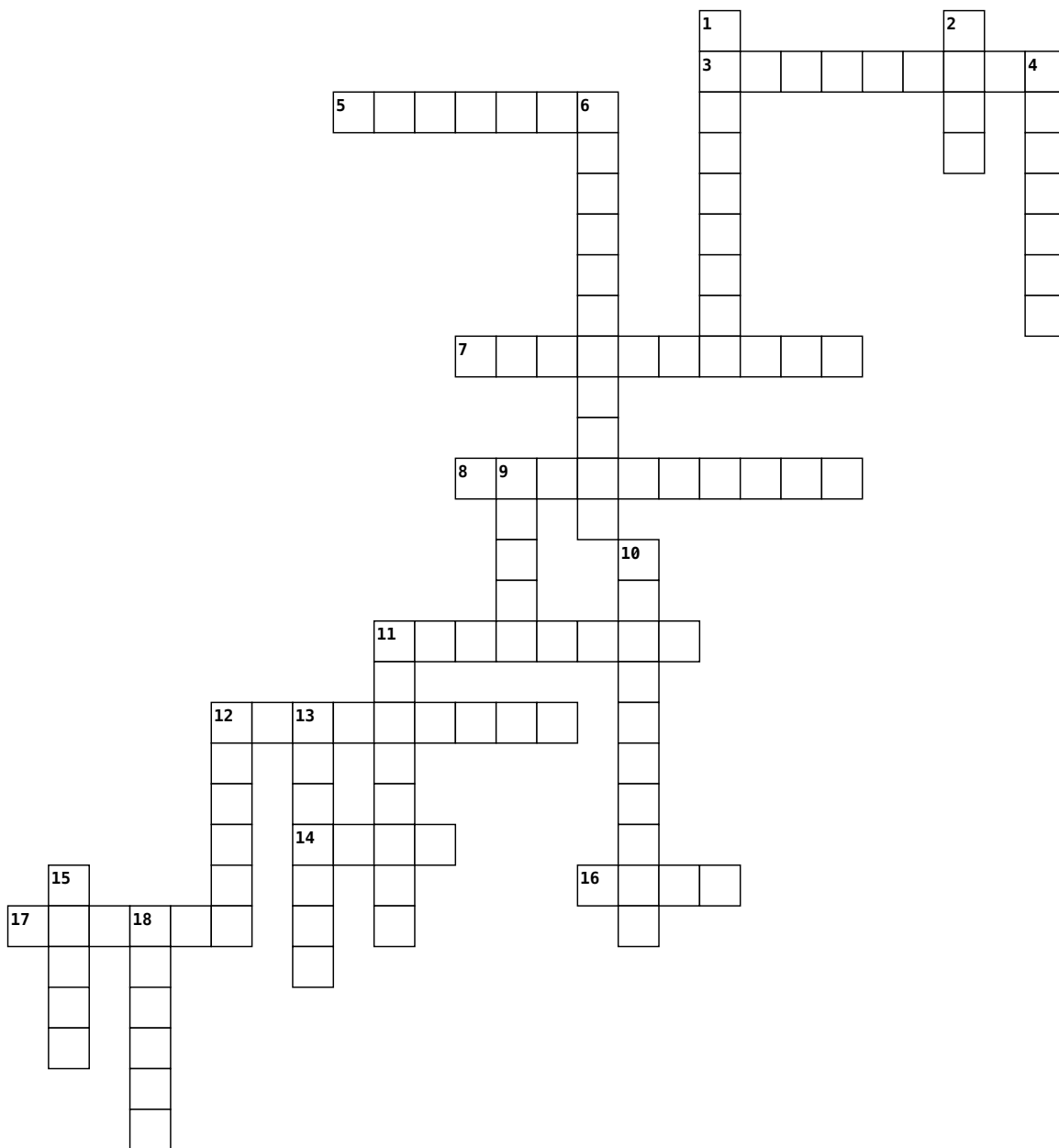






FURRY FRIENDS

Claws-word Puzzle



Across:

- 3. Dangerous parasite for dogs
- 5. Dog chew toy that helps clean their teeth
- 7. Financing option for pet care
- 8. How cats mark territory with their claws
- 11. Used by cats for navigation, balance, wind, and more
- 12. Cat toilet
- 14. Microchip embedded under pet's skin
- 16. Content cat's motor
- 17. To remove a pet's reproductive organs

Down:

- 1. Sweet treat that's toxic for dogs
- 2. Used to groom shedding fur
- 4. Seasonal shedding
- 6. Type of collar used to prevent licking or biting post-surgery
- 9. Cat's main mode of defense
- 10. Virus that causes acute GI illness in puppies.
- 11. Term for a dog giving birth
- 12. A group of kittens
- 13. Essential nutrient for cats
- 15. Kitty's vocalizations
- 18. What cats use to groom themselves

Across: 3. Heartworm 5. Rawhide 7. CareCredit 8. Scratching 11. Whiskers 12. Litterbox 14. RFID 16. Purr 17. Neuter
Down: 1. Chocolate 2. Comb 4. Molting 6. Elizabethan 9. Claws 10. Parvovirus 11. Whelping 12. Litter 13. Taurine 15. Meows 18. Tongue



Spot the 12 Differences



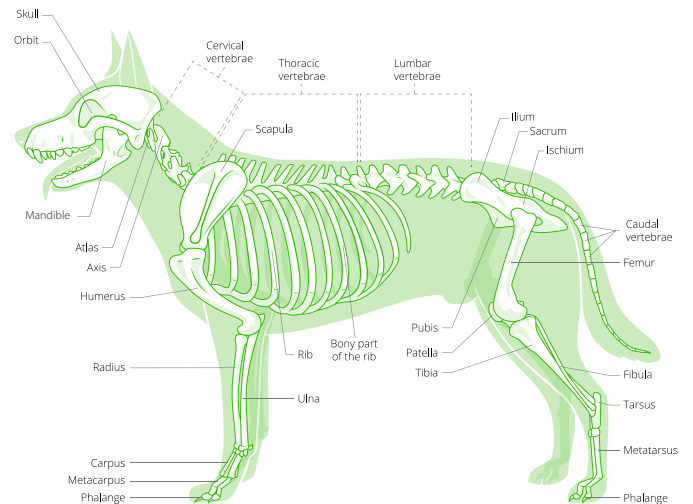
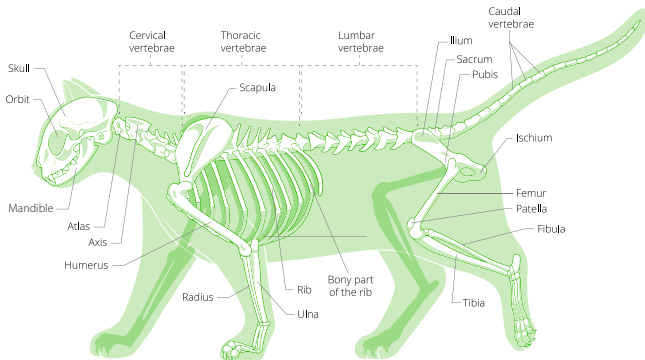
Answers: Carrier, Phone location, Hair, Bottom shelf bottle, Top shelf bottle, Light, Ball, Shoes, Toy, Chair, Poster

WHISKER-WORTHY

Skeleton Scramble



1. LULSK _ _ _ _ _
2. ITBAI _ _ _ _ _
3. SLATA _ _ _ _ _
4. PCASUAL _ _ _ _ _
5. DARIUS _ _ _ _ _
6. TAPLELA _ _ _ _ _
7. MISHCUI _ _ _ _ _
8. BREVTREAE _ _ _ _ _
9. DIALEMNB _ _ _ _ _
10. STARSATEMU _ _ _ _ _



HOWL YOU FIND THESE WORDS?



N	W	R	W	I	I	E	C	U	C	E	T	L	N
E	N	W	H	P	E	I	T	O	E	C	C	T	E
T	S	E	I	W	E	S	R	O	L	M	W	I	U
T	L	L	S	A	A	B	W	G	H	L	T	D	T
I	R	L	K	L	I	T	T	E	R	B	A	E	E
K	B	N	E	M	E	O	W	R	H	F	N	R	R
K	R	E	R	V	R	N	E	G	A	I	A	C	L
K	P	S	S	F	E	L	I	N	E	W	R	E	V
R	A	S	M	V	A	C	C	I	N	E	S	R	E
A	W	L	W	I	B	C	Y	M	I	W	L	A	T
B	S	E	F	A	R	L	P	O	N	N	K	C	A
W	P	A	W	G	E	A	P	O	A	R	U	F	I
O	R	S	A	C	E	W	U	R	C	O	R	L	L
A	T	H	E	E	D	S	P	G	R	T	N	E	B

COLLAR
PAWS
CANINE
WHISKERS
VACCINES

LITTER
NEUTER
MEOW
WELLNESS
PUPPY

GROOMING
FUR
BREED
FELINE
CLAWS

BARK
CARECREDIT
LEASH
TAIL
KITTEN