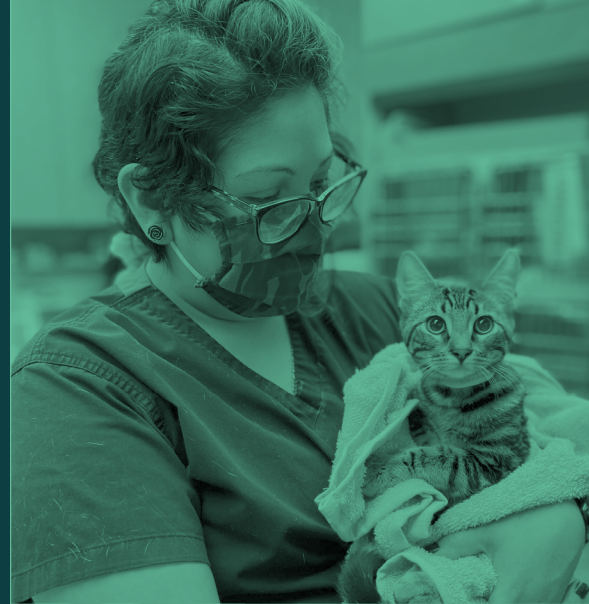




"By far the best veterinary clinic in Austin. Prices are really great and the care is amazing. Try Emancipet first. Always."

Lori Ann
Austin Norwood Park Blvd Client



"Emancipet saved my dog's life. The animal hospital wanted \$6,500 for emergency pyometra surgery. Emancipet did the surgery, and trimmed her nails for \$200. I can't say enough about Dr. Lindsay and her crew. Angels on earth."

Melissa
Philadelphia Adams Ave Client



"Excelente servicio, muy rápido, muy amables y muy económico! Gracias por todo! Mi Bambi esta recuperándose satisfactoriamente! Dios les Bendiga!"

Raquel
Houston Monroe Client



"I'm unemployed, so when my vet said it would cost \$1,400 for a surgery, I thought I'd have to have to put my sweet 10-year-old Aussie down. Thanks to Emancipet, I didn't have to. I cannot tell you how much I appreciate you. You're a blessing to so many people."

Lynda
Killeen Client



"Love you guys. Only because of Emancipet can I afford my animals."

Rachael
Philadelphia Roosevelt Ave Client



"So thankful for the kindness of your employees. As a retired person with a very limited income this is about the only way I can afford to take care of my chihuahua. Max is in great health and gets all his vaccines at Emancipet!! Thank you."

Maria
Houston Wayside Client



You made these stories possible through your unwavering kindness and generosity. Thank you for your support. It means the world to us and to the people and pets we serve.



EMANCIPET

IMPACT REPORT 2022



WE BELIEVE EVERY PET DESERVES HIGH-QUALITY VETERINARY CARE TO KEEP THEM HEALTHY AND HAPPY.

We know that people love their pets and will do everything they can for them when given the opportunity. Yet, veterinary care is financially out of reach for millions of pet families, not to mention inaccessible to many communities across the US. **We're here to change that.**

WHAT IS MISSION-DRIVEN PRICING

As a non-profit organization, Emancipet has developed a mission-driven pricing system to ensure that everyone can afford to care for their pets, regardless of their financial situation. Mission-driven pricing means:

All services are priced as low as possible

Our set prices are only about 70% of our true cost to provide each service.

Prices are transparent

There are never hidden fees, and no guessing or anxiety about the final bill.

No one is turned away

We always have financial aid and zero interest payment plans available for those who need additional help.

How does Emancipet's mission-driven pricing compare to for-profit pricing?



VACCINES



OFFICE VISIT



SPAY/NEUTER

How do we do it? YOU. Your donations directly cover a portion of our true cost on every single service we provide, and allow us to do all we can to help clients who need even more support. We work hard to keep our costs low through our high-volume, efficient business practices, but we can't provide mission-driven care at such a low cost without YOU.

Thank you to the wonderful veterinarians and practices across the country caring for all of our pets! We couldn't do this alone.



Hello friends!

2023 is Emancipet's 24th year (note: party time next year!) and there's so much I want to share with you! I'll start with an exciting personal update: I have a new puppy! After losing our last "old man dog" in August, we've welcomed an 8-week-old puppy from Austin Animal Center into our home. It's been about fifteen years since I've raised puppies this young, so I'm re-learning everything. We have no idea what breed(s) she might be, so it will be a fun surprise to see what she might become!

Speaking of becoming... do you remember what you wanted to be when you grew up? When I was little I wanted to become a veterinarian, and I hear this from so many other people, too. We all wanted to help animals when we grew up, but very few of us actually follow this dream all the way through. Did you know there are only about 62,000 companion animal (dog/cat) veterinarians in the whole country? That means for every 2,100 pets there is just one vet.

In 2022, we were lucky enough to work with the best 26 veterinarians in the country, our Emancipet vets. Together, they saw over 195,000 patient visits last year. That's about 144 patient visits per veterinarian per WEEK. But even more impressive, together, our staff veterinarians last year had over 325 years of collective practice experience. That's a lot of wisdom, expertise, skill, and compassion to share with our patients and their families.

I was also very inspired last year by the work of Dr. Holly Putnam, our Chief Medical Officer, and Myles Chadwick, our Chief Quality Officer. Together they serve as a leadership dyad overseeing our Clinical Services Group. We've got some updates from them in this report, and I think you will be just as inspired as I am by their never-waning commitment to quality.

I'm grateful for you taking the time to read this. There are so many demands on our time and attention these days, and the fact that you spend some of yours learning about Emancipet means a lot to all of us. Thank you from the bottom of our hearts.

Gratefully, *Amy* Amy Mills, Emancipet CEO



Free Services and New Clinics

— CHIEF QUALITY OFFICER, MYLES CHADWICK

Our Austin Mobile "Free Days" program came back in 2022! This program provides spay/neuter, rabies vaccines, microchips, and core puppy vaccines to Austin's lowest income residents. This program started in 2001 but sadly had to take a break due to City COVID-19 restrictions in 2020 and 2021. In 2022, the Free Day team saw over 13,000 patient visits, nearly all of which were completely free.

We opened two veterinary clinics in 2022, both inside PetSmart retail stores. This pilot program with PetSmart Charities and PetSmart tests the Emancipet model of low-priced veterinary clinics inside a retail environment. One of these clinics opened in Houston in April (inside the Tidwell PetSmart) and one opened in Philadelphia in July (inside the Roosevelt Boulevard PetSmart). The Emancipet Houston PetSmart Clinic has served 4,602 pets from 3,242 families so far. Approximately 66% of the families served live in the most socially and economically vulnerable neighborhoods in Houston, and 30% of patients had never been seen by a veterinarian before. The Emancipet Philadelphia PetSmart Clinic has served 3,658 pets from 2,698 families so far. Approximately 70% of the families served live in the most socially and economically vulnerable neighborhoods in Philadelphia, and 34% of patients had never been seen by a veterinarian before.



Care Beyond the Clinic Walls

Emancipet's services are not limited to what happens inside our clinics. Increasing pet health literacy in the communities we serve is a critical piece of increasing access to veterinary care. This means we have to provide information and services outside the clinic walls. One way we do that is through our centralized Resource Center. The Resource Center team provides accurate, bilingual, culturally competent information about pet health and Emancipet's services, prices, and practices. Sixty percent of our 13 full-time, highly-trained Resource Center specialists are all fluent in Spanish and English, providing a safe, compassionate, and friendly voice to reassure nervous pet parents before and after their visits. In 2022, 235,856 callers spoke with one of our Resource Center specialists. Just shy of 30,000 of those callers were Spanish speakers.

Another important strategy for increasing pet health literacy and bringing services into the community is our Community Pet Health Promoters. This is a full-time position who focuses on pet health promotion and client education outside the clinic: bringing services and information to families who might not otherwise seek us out. We already have a full-time Community Pet Health Promoter in Houston, and we are excited to share that we will be adding one in Philadelphia in 2023, thanks to a new grant from SpringPoint Partners Life of Riley!



Emancipet is Making a Documentary

In 2022, Emancipet was approached by a pair of animal-loving producers at Notable Human Films. After a successful crowdfunding effort to get a short documentary into production, filming has just wrapped. Here's an update from the producer, Nathan Knox: "The film centers on Christina, an Emancipet client who cared for her cat Frère through two of Texas's most brutal winters, while being unhoused. Emancipet's Chief Medical Officer Dr. Holly Putnam also plays a leading role. Her journey from private practice to Emancipet reveals the special dedication to animals and people that all Emancipet veterinarians share. Though the subject matter is serious, the film will be uplifting and warm because of the moments of joy between people and their pets, and the mutual, unconditional love they share. Because ultimately, that is what Emancipet is protecting." We can't wait to see the final cut of this important film and get this message out into the world!



What Was New in 2022?

— CHIEF MEDICAL OFFICER, DR. HOLLY PUTNAM

In 2022, we adopted and adapted a framework from the human healthcare field known as **The Six Domains of Quality Healthcare**. This framework is so important because it includes but also goes beyond just the safety of a healthcare provider. The idea is to ensure that the entire relationship between health care providers and patients is high-quality, leading to better health outcomes overall.

These domains form the acronym "SEE PET" and are intended to ensure that all healthcare is:

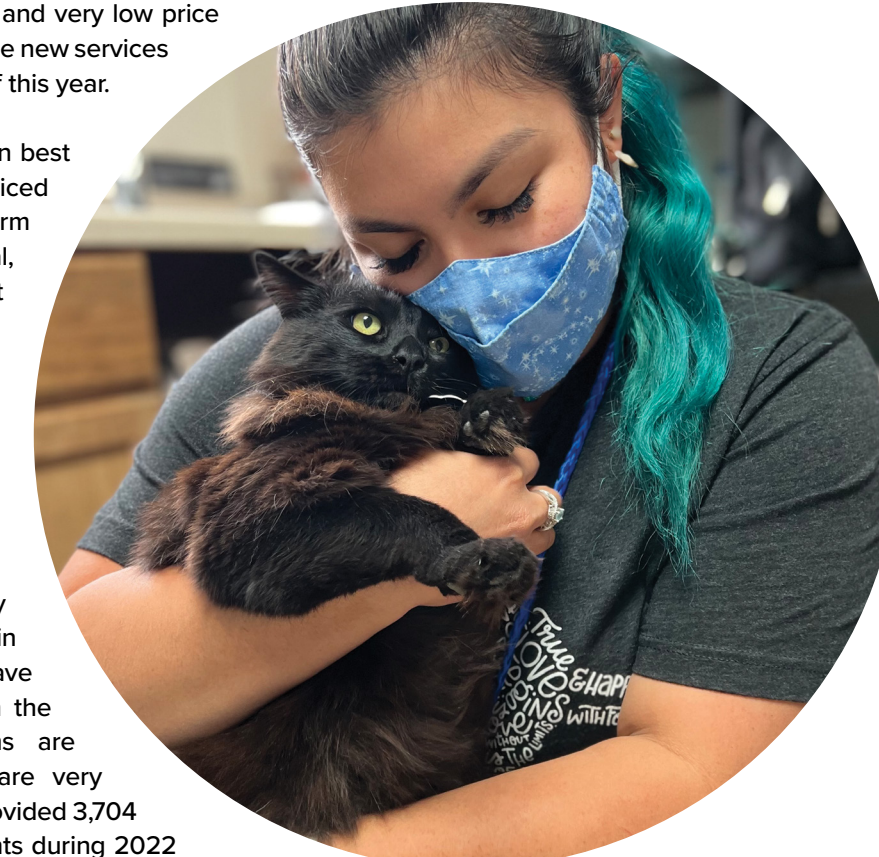
Safe, Effective, Equitable, Patient-centered, Efficient, Timely

We realized that this framework fit so perfectly with our approach to veterinary healthcare because we believe that everyone should be able to access veterinary care, regardless of their personal characteristics, identities, or financial circumstances. Emancipet's foundational belief is that everyone loves their pets and will do what is best for them when given the opportunity.

Since implementing the Six Domains at Emancipet in 2022, we have defined metrics to help us monitor and evaluate how we're doing in each domain. For example: tracking wait times for surgery appointments as a way of evaluating the timeliness of care. We use the data we collect to make operational improvements and to provide training and support for our clinical teams as part of our continuous improvement efforts.

We pilot tested a new system for treating pets with skin and ear conditions at a low cost for pet owners. This is one of the most common reasons pets are brought to the vet, and these conditions can cause a lot of discomfort and cost a lot to treat. The pilot helped us refine our treatment approach and very low price point. We will be rolling out these new services to our clinics over the course of this year.

We participated in research on best practices for providing low-priced heartworm treatment. Heartworm disease is a serious, often fatal, diagnosis with a treatment that can cost thousands of dollars. Emancipet is one of a few providers of low-priced heartworm treatment in the country. We provide the same gold-standard treatment as endorsed by the American Heartworm Society, at a fraction of the cost. Many of the cities we serve (Austin and Houston especially) have the highest incidence rates in the country, because heartworms are spread by mosquitoes. We are very proud that our veterinarians provided 3,704 life-saving heartworm treatments during 2022 while contributing to the body of knowledge about this treatment.



Donations Are Essential

HOW TO HELP

Your donations directly pay for a portion of every single visit and procedure we provide. Our goal is to provide just over 290,000 visits in 2023 – a HUGE increase over 2022. We can't do that without you.



Donate Today

Ways to Give:

- Donate Online
- Sponsor an Event
- Start a Nose to Tail Monthly Gift
- Attend an Event



A part of our commitment to the community is to exercise the highest level of fiscal responsibility for the donations we receive. Our 2022 audit reflects not only a clean bill of health, but demonstrates one of our core tenets, which is transparency. [Learn more at emancipet.org/financials](https://emancipet.org/financials)