



## Hill's voluntary recall - Reimbursement

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February 6, 2019

Dear Colleague,

Hill's makes all its products with an overriding commitment to the health and well-being of pets. With that in mind, on January 31st, we announced to voluntarily recall select canned dog food products due to potentially elevated levels of Vitamin D. No other Hill's products other than those listed are being recalled. **No Hill's Feline foods (canned & dry), Hill's Canine Dry foods, or Hill's treats are being recalled.**

Hill's recognizes that pet parents may have concerns about the health of their pets. All pets should be assessed on a case-by-case basis to evaluate their individual health, to gain an understanding of how much voluntarily recalled product they may have consumed and over what period of time, and to assess any health risks they may face.

To support veterinarians in their relationship with their clients and their pets and as an expression of our empathy for pet parents, Hill's will evaluate on a case by case basis, requests for **reimbursement of veterinary fees** including specific diagnostic tests and treatment for dogs who have eaten the voluntarily recalled diets and the veterinarian recommends diagnostic tests and treatment for vitamin D hypervitaminosis.

Pet parents may receive reimbursement of diagnostic tests up to \$400 per patient to test for elevated calcium and up to an additional \$400 per patient (\$800 total) to complete a Vitamin D panel if indicated. Appropriate costs to include in the reimbursement are for an office visit and physical examination, serum blood chemistry & urinalysis, and Vitamin D panel if indicated. Further tests and medical treatment based on your clinical judgment may be required. The reimbursement instructions are attached, as well as all necessary forms to ensure all required materials are returned for reimbursement.

For more information, please contact the Hill's Veterinary Consultation Service at 1-800-548-8387 or email [vet\\_consult@hillspet.com](mailto:vet_consult@hillspet.com), or submit a case for VCS input at [www.hillsvet.com/VCS](http://www.hillsvet.com/VCS).

At Hill's, we take great pride in the quality and safety of our pet food products. Hill's has identified and isolated the error and, to prevent this from happening again, we required our supplier to implement additional quality testing prior to their release of ingredients. In addition to our existing safety processes, we are adding our own further testing of incoming ingredients.

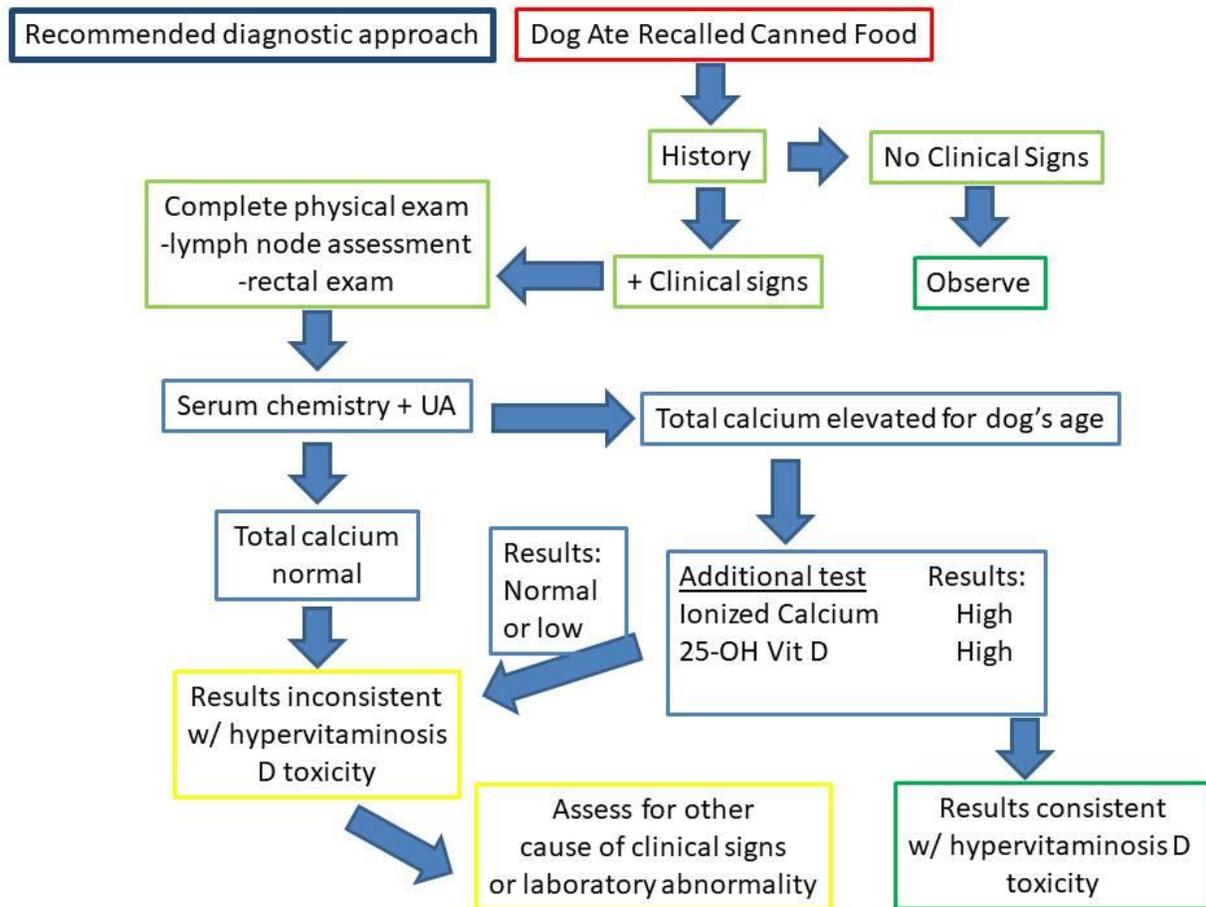
Sincerely,

A handwritten signature in black ink, consisting of a stylized, cursive 'JZ' followed by a horizontal line that ends in a small flourish.

Jill Zigomanis DVM

Professional Veterinary Affairs Manager – Hill's Canada

## Diagnosis and Treatment for Hypervitaminosis D



### Diagnostic Approach

Minimum recommendation for dogs that have consumed recalled canned product:

- Always recommend **discontinuing** recalled canned canine product
- History - perform a nutritional assessment and ask questions to identify potential clinical signs associated with excessive vitamin D intake including lethargy, inappetence, anorexia, vomiting, diarrhea, polyuria/polydipsia. See link for brief diet history from: <https://www.wsava.org/Guidelines/Global-Nutrition-Guidelines>
- Physical examination - a thorough physical examination to include hydration status, joint pain (growing puppies), and other associated findings that may occur in dogs with hypercalcemia
- Serum chemistries - to detect hypercalcemia and/or azotemia and determine serum phosphorus

- Urinalysis - to detect hyposthenuria [urine specific gravity (USG) < 1.008] or inappropriately concentrated USG (< 1.030) with concomitant azotemia

If results of initial screening (items above) are normal, have the owner continue to observe and contact you if there are any abnormal findings.

**If hypercalcemia exists** (total serum calcium above upper reference range for the dog's age), we suggest measuring ionized calcium in the fasting dog and considering all potential causes (excessive vitamin D intake; neoplasia - lymphoma, anal gland adenocarcinoma, others; primary hyperparathyroidism; hypoadrenocorticism, etc.) and performing appropriate tests to exclude concurrent primary diseases. Younger dogs (generally < 1 year) will have higher total calcium concentrations than older dogs.

If you suspect **dietary-induced hypercalcemia** (high ionized calcium), we recommend submitting serum or plasma (according to laboratory guidelines) for measurement of 25-hydroxyvitamin D

Findings consistent with excessive vitamin D intake include the following changes in serum concentrations:

- Increased total and ionized calcium considering the dog's age
- Increased 25-OH vitamin D (expect results in 7 days)

## **Treatment Recommendations**

If the Ca x P product is > 70 for mature dogs or > 80 for young growing dogs, begin treatment to protect against soft tissue mineralization. This calculation is unlikely to be beneficial in acute vitamin D ingestion.

In dogs with increased serum ionized calcium or if excessive vitamin D intake is confirmed and there are clinical signs, start treatment as described below.

Be cognizant for 'over' treatment in dogs without clinical signs that are eating normally and have mildly increased total or ionized calcium concentrations. Discontinuation of feeding recalled canine product and close observation is recommended for those patients. There is significant individual dose-response/sensitivity to Vitamin D3, even amongst healthy dogs. Likewise, there can be notable variation in response to treatment. Therefore, consultation with a veterinary toxicologist, internist, or other expert is recommended, especially during the early stages of toxicosis.

## Suggested Therapeutic Approach

- The goal of treatment is to enhance urinary excretion of calcium and prevent calcium resorption from bone.
- If cardiac function and blood pressure are normal, begin intravenous treatment with 0.9% sodium chloride at 100-125 ml/kg/day to correct dehydration and provide moderate volume expansion.
- Reassess serum calcium concentration every 24 hours to evaluate the effectiveness of fluid therapy and adjust the fluid rate based on hydration status, including PCV and TPP, and serum electrolyte concentrations.
- If serum calcium does not decrease and the patient is well hydrated, administer a bisphosphonate such as pamidronate disodium. Pamidronate is dosed at 1.3 – 2.2 mg/kg IV diluted in 0.9% sodium chloride over 2-4 hours and may be repeated in 3-4 days in non-responsive patients.
- Depending on the degree of hypercalcemia, consider adding a glucocorticoid such as prednisone (1 mg/kg BW orally every 12 hours) when the bisphosphonate is administered. This may work as an adjunct or provide additional protection until the bisphosphonate effects are apparent.
- The use of furosemide is currently reserved for severe hypercalcemia as dehydration may become pronounced.
- If calcium levels normalize, IV fluids can be weaned. Oral prednisone should be continued for an additional 1-2 weeks and can be slowly weaned at that time. Calcium levels should be monitored daily for 96 hours (4 days) after fluid cessation. It is recommended to continue monitoring serum calcium every 2-3 days during the prednisone weaning process to ensure calcium levels remain normal.

## References

Professional consultation with board-certified veterinary internists and toxicologists at Pet Poison Helpline. Jen/Feb, 2019. [www.petpoisonhelpline.com](http://www.petpoisonhelpline.com)

<https://www.merckvetmanual.com/endocrine-system/the-parathyroid-glands-and-disorders-of-calcium-metabolism/hypercalcemia-in-dogs-and-cats>



# Hill's voluntary recall January 2019 Diagnostic Testing Reimbursement Request Instructions

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Hill's recognizes that pet parents may have concerns about the health of their pets. All pets should be assessed on a case-by-case basis to evaluate their individual health, to gain an understanding of how much voluntarily recalled product they may have consumed and over what period of time, and to assess any health risks they may face.

To support veterinarians in their relationship with their clients and their pets and as an expression of our empathy for pet parents, Hill's will evaluate on a case by case basis, requests for reimbursement of veterinary fees including specific diagnostic tests and treatment for dogs who have eaten the voluntarily recalled diets and the veterinarian recommends diagnostic tests and treatment for vitamin D hypervitaminosis.

## *Qualifying conditions*

- Patient was fed one (or more) voluntarily recalled canned dog food products
- The voluntarily recalled food was purchased between September 1, 2018 and February 1, 2019
- Only one reimbursement per patient (duplicate submissions will not be honored)
- Reimbursement requests will be reviewed for voluntarily recalled products in Canada
- A completed 'Patient reimbursement request form' and all supporting documentation included in the 'Reimbursement checklist' must be submitted.

## *Reimbursement process*

- Complete the 'Patient reimbursement request form' (will be sent separately). Be sure to fill out the form completely and date and sign it and have the dog owner date and sign it
- Attach an invoice of the medical services provided.
- Send all materials requested in 'Reimbursement checklist' based on specific patient classification.
- All materials should be emailed to **hillsinbox@hillspet.com** or mailed to **Veterinary Consulting Service, Hill's Pet Nutrition, 400 SW 8th Avenue Topeka KS 66603.**
- Reimbursement for negative test results is contingent upon a release of liability from dog owner

The reimbursement request will be reviewed by Hill's and reimbursement will be provided at Hill's sole discretion. Your clinic will receive a reimbursement per the details provided in the 'Patient reimbursement request form' (up to a maximum of \$800 per patient) as soon as possible after receipt of the forms *if you are a Hill's customer*. Expected processing time is approximately 4 weeks, but will vary based on the number of requests. Requests for reimbursement will be reviewed in the order they are received. If you are not a Hill's customer, processing may take longer.

This reimbursement is made available to help offset the costs of the physical examination and tests that would otherwise be borne by your client.

For more information, please contact the Hill's Veterinary Consultation Service at 1-800-548-8387 or email [vet\\_consult@hillspet.com](mailto:vet_consult@hillspet.com), or submit a case for VCS input at [www.hillsvet.com/VCS](http://www.hillsvet.com/VCS).

## Identify the SKU and Date Code/Lot Code

Locate affected products in the Table listed below

### Appendix A

Product Name	SKU Number	Lot Code/Date Code
Hill's® Prescription Diet® c/d® Multicare Canine Chicken & Vegetable Stew 12.5oz	3384	102020T10
		102020T25
Hill's® Prescription Diet® i/d® Canine Chicken & Vegetable Stew 12.5oz	3389	102020T04
		102020T10
		102020T19
		102020T20
Hill's® Prescription Diet® i/d® Canine Chicken & Vegetable Stew 5.5oz	3390	102020T11
		122020T07
Hill's® Prescription Diet® g/d® Canine 13oz	7006	112020T19
		112020T20
Hill's® Prescription Diet® i/d® Canine 13oz	7008	092020T30
		102020T07
		102020T11
		112020T22
		112020T23
Hill's® Prescription Diet® j/d® Canine 13oz	7009	112020T20
Hill's® Prescription Diet® k/d® Canine 13oz	7010	102020T10
		102020T11
Hill's® Prescription Diet® w/d® Canine 13oz	7017	092020T30
		102020T11
		102020T12
Hill's® Prescription Diet® z/d® Canine 13oz	7018	102020T04
		112020T22
Hill's® Prescription Diet® Metabolic + Mobility Canine Vegetable & Tuna Stew 12.5oz	10086	102020T05
		102020T26
Hill's® Prescription Diet® w/d® Canine Vegetable & Chicken Stew 12.5oz	10129	102020T04
		102020T21
Hill's® Prescription Diet® i/d® Low Fat Canine Rice, Vegetable & Chicken Stew 12.5oz	10423	102020T17
		102020T19
		112020T04
Hill's® Prescription Diet® Derm Defense® Canine Chicken & Vegetable Stew 12.5oz	10509	102020T05
Hill's® Science Diet® Puppy Chicken & Barley Entrée 13oz	7036	102020T12
Hill's® Science Diet® Adult Chicken & Barley Entrée Dog Food 13oz	7037	102020T13
		102020T14
		112020T23
Hill's® Science Diet® Adult Turkey & Barley Dog Food 13oz	7038	102020T06

Hill's® Science Diet® Adult Chicken & Beef Entrée Dog Food 13oz	7040	102020T13
Hill's® Science Diet® Adult Light with Liver Dog Food 13oz	7048	112020T19
Hill's® Science Diet® Adult 7+ Chicken & Barley Entrée Dog Food 13oz	7055	092020T31
		102020T13
Hill's® Science Diet® Adult 7+ Beef & Barley Entrée Dog Food 13oz	7056	092020T31
		112020T20
		112020T24
Hill's® Science Diet® Adult 7+ Healthy Cuisine Braised Beef, Carrots & Peas Stew dog food 12.5oz	10452	102020T14
		102020T21
Hill's® Science Diet® Adult 7+ Youthful Vitality Chicken & Vegetable Stew dog food 12.5oz	10763	102020T04
		112020T11

SKU and Date Code/Lot Code Locations on Impacted Canned Dog Food Products:



**SKU Number**

**Date Code/Lot Code**



# Hill's voluntary recall January 2019 Diagnostic Testing Reimbursement Request Checklist

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Dear colleague,

Hill's recognizes that pet parents may have concerns about the health of their pets. All pets should be assessed on a case-by-case basis to evaluate their individual health, to gain an understanding of how much voluntarily recalled product they may have consumed and over what period of time, and to assess any health risks they may face.

To support veterinarians in their relationship with their clients and their pets and as an expression of our empathy for pet parents, Hill's will evaluate on a case by case basis, requests for reimbursement of veterinary fees including specific diagnostic tests and treatment for dogs who have eaten the voluntarily recalled diets and the veterinarian recommends diagnostic tests and treatment for vitamin D hypervitaminosis.

We created the below checklist to help facilitate your reimbursement request for diagnostic testing related to the Hill's voluntary recall January 2019. Please remember:

- Dogs need to have eaten one of the voluntarily recalled Hill's Canine canned dog foods (see attached list).
- Owners should report that their dog(s) either show or have shown signs of hypervitaminosis D, such as vomiting, loss of appetite, increased thirst, increased urination, excessive drooling, and weight loss.
- Your professional judgment should confirm the need to perform appropriate screening analysis.
- Reimbursement for negative test results is contingent upon a release of liability from dog owner

Documents to submit:

1. Step 1 - For pets receiving the screening protocol when laboratory results come back normal use the following checklist.

<b>Screening Documents</b>	<b>✓</b>
Completed Pet Information Form	
Purchase History Form	
Pet Food Proof of Purchase	
Results of serum chemistries & urinalysis	
Invoice(s) for the office visit, serum chemistries, urinalysis	

2. Step 2 - For pets with hypercalcemia that required Vitamin D panel assessment

<b>Screening &amp; Treatment Documents</b>	<b>✓</b>
Completed Pet Information Form	
Purchase History Form	
Pet Food Proof of Purchase	
Results of serum chemistries & urinalysis	
Complete Medical Records for the current situation	

Please refer to the **Reimbursement instructions document** for specific information regarding the requests for reimbursement for the Hill's voluntary recall January 2019.