

## A REFERRAL TO HALE VETERINARY CLINIC ~ WHAT TO EXPECT

Your veterinarian has detected an oral or dental concern with your pet and feels a referral to a veterinary dental specialist is called for. Your veterinarian will be calling me shortly to explain the situation and introduce you to me, and then I will be expecting a call from you.

When you call, I will answer as many of your questions as possible, but in general terms. Until I have actually seen your pet, I cannot make an accurate diagnosis or make specific recommendations. However, in many cases, we can get pretty close to the mark with regard to treatment options and costs.

After we have discussed your pet's problem(s), if you are ready to proceed, we will arrange a date for you to come to my office in Guelph. I will schedule enough time to allow for evaluation and treatment of the problem in one visit (some procedures, such as metal crowns, require two visits).

On the appointed day, my assistants and I will meet you at my office. Your pet should have had no food for twelve hours prior to the appointment but can have water until you leave home. On your arrival, I will ask you to fill out a brief information sheet and will review any documents sent with you by your veterinarian. Then we will get down to work.

I will start with as thorough an oral examination as your pet will allow (some of my patients have very sore mouths and are understandably reluctant to let a stranger go poking around in there). With the information from the history and the initial examination, I will develop a tentative diagnosis. I will then explain my findings and start outlining the treatment options. We will discuss this together so that we can determine the best treatment for your pet's specific situation. I will write up a treatment plan and estimate and ask for your consent. In most cases, I will then administer a pre-anesthetic sedative and ask you to return to the reception area to sit with your pet while sedation takes effect and we get the equipment organized for surgery.

About twenty minutes later, we will bring your pet back into my room to induce general anesthesia.

Once your pet is under anesthesia, I will do a more thorough oral examination and intra-oral dental radiographs. With the information gained, I will either confirm or refine the treatment plan and estimate and discuss both with you prior to proceeding with treatment.

At this stage you will be given the option of staying in reception or leaving the hospital for a time. If you leave, I will send a cellular phone with you so that I can reach you if the need arises. I will also tell you when I would like you to return to the hospital.

After surgery, my assistant will stay with your pet during recovery from anesthesia while I write up the record, discharge statement and invoice. If you are back in time, you will be encouraged to sit with and cuddle your pet during recovery.

By the time I have done all my paperwork and gone over your discharge instructions, your pet will likely be ready to go home. For dogs, that means they are able to stand and walk out on their own. For cats it means they are sitting up and are bright and alert.

As you can see, I want my clients to be quite involved in the decision making process; I may have my preferences, but ultimately, it will be your call.

I have described a typical visit, but I can be flexible. I will do my best to tailor your visit to meet your needs and expectations while tending to your pet's needs.

I look forward to hearing from you and to helping your pet enjoy good oral health.

