

Fraser Hale DVM, FAVD, DipAVDC

BOARD-CERTIFIED
VETERINARY DENTAL SPECIALIST

DENTAL AND ORAL SURGERY FOR PETS

Serving Ontario Veterinarians and Their Patients Since 1991

PHONE
519-822-8598

TOLL-FREE
866-toothvet
(866-866-8483)

FAX
519-763-6210

EMAIL
toothvet@toothvet.ca

WEB SITE
www.toothvet.ca

ADDRESS
159 Fife Road,
Guelph, ON N1H-7N8

OFFERING
ROUTINE AND ADVANCED
VETERINARY DENTAL SERVICES
IN THE FOLLOWING AREAS

ENDODONTICS
ORAL MEDICINE
ORAL SURGERY
ORAL & DENTAL RADIOLOGY
ORTHODONTICS
PERIODONTICS
PROSTHODONTICS
RESTORATIONS

Hale Veterinary
Professional Corporation

Dear Pet Owner,

I have assembled a collection of documents that may be of interest to you as you prepare to visit us with your pet.

A Referral to Hale Veterinary Clinic ~ What to Expect outlines the process, from the time you or your veterinarian detect a dental or oral issue, through the referral process, treatment planning stage, actual treatment and discharge.

Phone Estimates explains why an estimate for treatment is a real stab in the dark until I have had a chance to examine and radiograph your pet under general anesthesia. We can try to answer your questions regarding cost, but please be prepared for surprises once I have done the detailed examination on the day of your visit.

The next page is a personal information policy consent form. We are required to gather and store information such as your name, address, phone numbers as well as information about your pet. You will be asked to read and sign this consent form prior to filling in the Client/Patient Information form.

When you arrive, we will already have some information on the Client/Patient Information form. You will be asked to review the information we have, make any corrections and fill in the blanks.

Who Does What at Hale Veterinary Clinic is provided for your information in accordance with the Guidelines on Informed Owner Consent as provided by the College of Veterinarians of Ontario. You are asked to review this prior to signing the *Estimate and Consent Form*.

After I have examined your conscious pet I will develop a tentative list of problems and a treatment plan to deal with them based on information gathered up to that point. I will also produce an itemized, but tentative estimate for that treatment. We will discuss the problems, the treatment options and the estimate and then you will be asked to sign the *Estimate and Consent Form* so we can proceed to the next stage (general anesthesia and a more detailed examination with radiographs).

The final two pages are written instructions on how to get to Hale Veterinary Clinic and a map.

I hope you find these documents helpful. If you have any further questions, please let us know.

Sincerely,

Fraser A. Hale, DVM, FAVD, Dip AVDC

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.



**PHONE ESTIMATES:
ANY RELATIONSHIP TO THE
ACTUAL INVOICE IS PURELY
COINCIDENTAL**

One of the most common questions people (referring colleagues and clients) ask when they phone us is “how much will it cost?” I can certainly understand why people would like to know this upfront as they are trying to decide if they are prepared to make the commitment of presenting their animal/patient to us for treatment. However, it is a question that is virtually impossible (and often dangerous) to answer.

Those of you who have referred to me in the past will have received a written report on the case. In about 95% of these letters I include a statement indicating that I found a number of problems in addition to or instead of the presenting complaint. Why? Because the huge majority of dental pathology is completely hidden from view in the conscious patient. What you see to spark the referral is only the most visible and obvious problem. Once the animal is anesthetized and I can probe, explore and radiograph I find all manner of problems that also need to be addressed. So, when asked for an estimate, we might say that we have no idea or that IF and only IF there is just the one obvious problem, it might cost \$X, BUT if we find other things, then that estimate goes out the window.

Sometime it goes the other way. Sometimes an animal is presented for what is perceived to be a significant problem and then I decide, on closer examination that it is not significant and needs no or only minor treatment. Also, I hear from some clients that their GP dramatically over-estimated what it

would cost to have us deal with a problem and my invoice ends up being much less than they were expecting.

If we estimate high, we risk scaring the client away and the animal does not get the benefit of our services. If we estimate low and then find a mess of surprises, we look like we are pulling a bait-and-switch. Either way, giving estimates over the phone for an animal we have not seen is always risky business. That is why we may often say it could be anywhere from \$X to \$5X or more depending on what we find and how we decide to manage it. Until the animal is on the table, it is anyone’s guess.

This is also why we usually insist that the owner stays at our office until I have their pet anesthetized. That way, I can do my detailed oral examination and radiographs and then discuss the revised problem list with the owner. We then develop a definitive treatment plan together, I can generate a more accurate estimate and obtain consent to proceed.

So, by all means, feel free to call us about your challenging dental and oral cases and you can even ask for an estimate. Just don’t expect it to be very accurate.

[Regulations of the College of Veterinarians of Ontario prevent me for listing actual prices in a public forum.]

I understand that Hale Veterinary Clinic has a Personal Information Policy in accordance with the requirements of the *Personal Information Protection and Electronic Documents Act*.

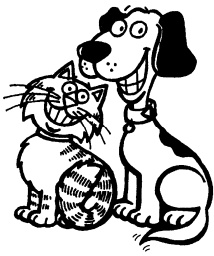
By signing below, I am consenting to the collection, use and disclosure of my personal information (such as my home telephone and address) in accordance with the purposes set out in the Policy, which include the following:

- i. Maintaining complete and accurate client files, and complying with the requirements of the College of Veterinarians of Ontario, the Veterinarians Act and regulations under the Act;
- ii. Providing goods and services to veterinary clients, including contacting clients to schedule appointments and follow up on patient treatment, billing for goods and services and notifying about new services
- iii. Communicating and working with third parties providing veterinary medical or other services to clients, including other veterinary facilities and insurance companies which may pay for all or part of the cost of such services.

I understand that:

- i. My personal information will not be used or disclosed for the purpose other than those for which it was collected, except with my consent, or except where use or disclosure is required by law;
- ii. I have the right to view my personal information and have it amended, if inaccurate or incomplete; and
- iii. A copy of the Policy will be provided on request.

SIGNATURE: _____ DATE: _____
PRINTED NAME: _____



HALE VETERINARY CLINIC

DENTAL AND ORAL SURGERY FOR PETS

CLIENT / PATIENT INFORMATION

OWNER

Name: _____

Email : _____

Street: _____ Apt.#: _____

City: _____ Postal Code: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____

Other Contact Name: _____ Phone: _____

PATIENT

Name: _____ Species: Canine Feline Other _____

Breed: _____ Colour: _____

Birth Date: _____ Weight: _____

Gender:(Circle) Male Male/Neutered Female Female/Spayed

Notes: _____

Regular Veterinary Hospital: _____

Regular _____ Phone: _____

This pet is currently fed (canned, dry, semi-moist...) _____

Dental home care provided (brushing, chew toys...) What do you do and how often? _____

Does your pet have any drug allergies or sensitivities? Y/N _____

Explain _____

Does your pet have a soy intolerance? Y/N _____

Has your pet had difficulty with anesthetic Y/N _____

Explain _____

Does your pet have any ongoing medical or surgical problems? Y/N _____

Explain _____

Vaccine Status: When was your pet last vaccinated and against which infections? _____

Is your pet on flea prevention? Y/N _____

Do you have Pet Insurance? Y/N If so, which plan? _____

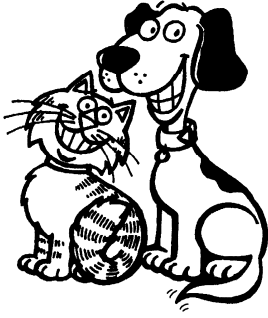
WHO DOES WHAT AT HALE VETERINARY CLINIC

Dr Hale is a board-certified veterinary dental specialist. He will be performing all dental procedures including the detailed oral examination, intra-oral dental radiography, oral hygiene procedure (scale & polish) and any oral surgery. He is also ultimately responsible for all assessments, diagnoses and treatments performed at Hale Veterinary Clinic.

Dr. Hale employs three Registered Veterinary Technicians to assist him in his work. Their duties include reception and office management as well as assisting in the treatment of our patients. This may include physical restraint of your pet, placement of intra-venous catheters, administration of injections and intra-venous fluids, maintenance and monitoring of the general anesthesia including recording of all data collected, assisting Dr. Hale in surgery and monitoring patient recovery post-operatively. They will also be involved in the discharge process, explaining post-operative medications and home-care instructions.

Occasionally, veterinarians and veterinary students may be visiting to observe. For the most part, they will be watching only, with very little hands-on involvement, though they may be requested to help restrain patients during catheter placement or hold a lip out of the way for Dr. Hale.

This document is provided in accordance with the Guidelines on Informed Owner Consent as provided by the College of Veterinarians of Ontario, 2009.



HALE VETERINARY CLINIC

DENTAL AND ORAL SURGERY FOR PETS

ESTIMATE AND CONSENT FORM

Problem(s): _____

Planned Treatment: _____

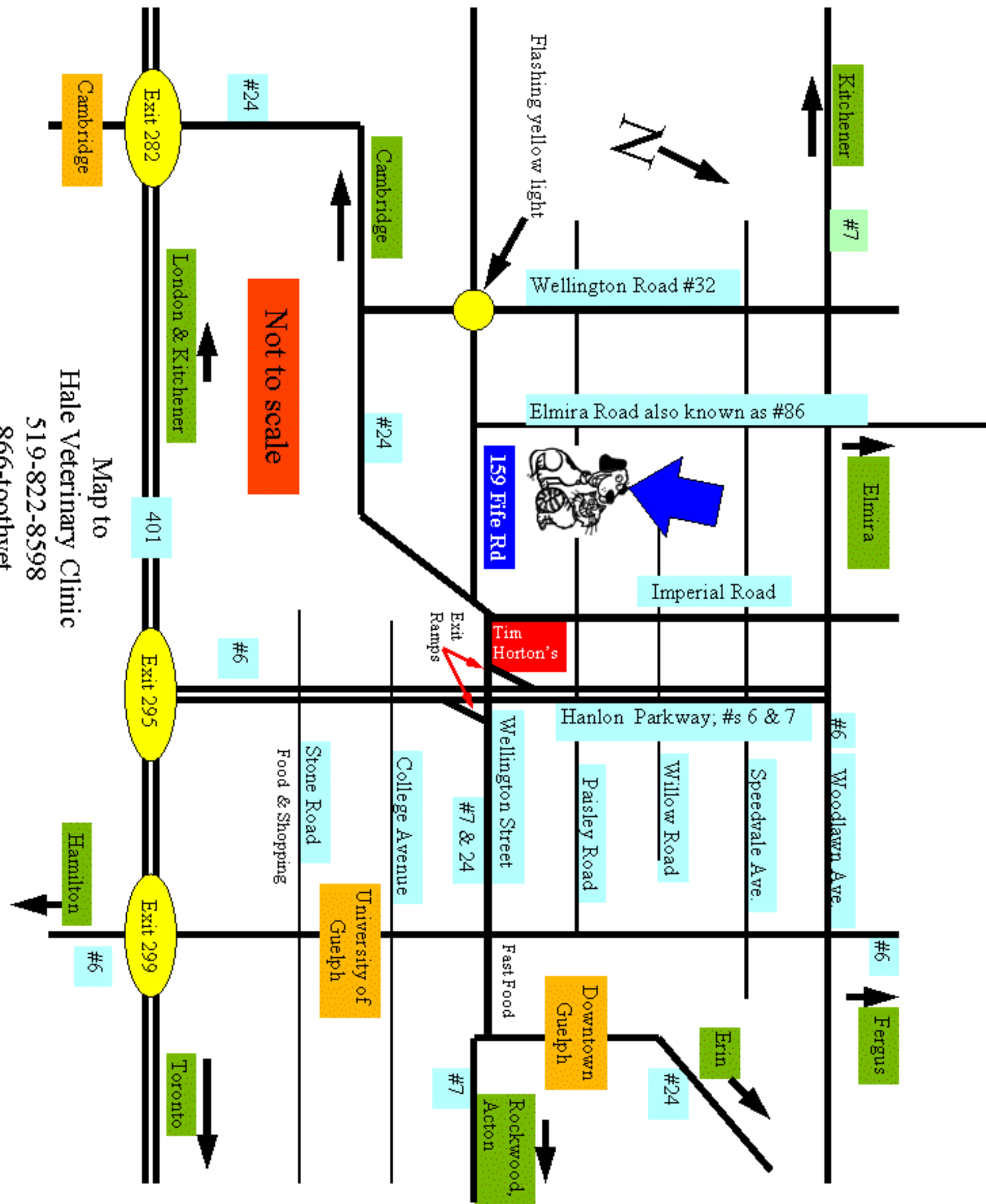
- My veterinarian has referred me to Hale Veterinary Clinic specifically regarding a dental or oral problem with my pet. Hale Veterinary Clinic will be unable to provide treatment for conditions other than those related to this referral.
- The fees related to the above treatment plan are outlined on the other side of this document. I understand that this is an estimate only and is based on a pre-anesthetic examination. New information which comes to light during the more detailed oral examination and radiographs taken following induction of general anesthesia may make the estimate invalid.
- Reasonable attempts will be made to work within this estimate or to obtain authorization for procedures not outlined above. If contact is not possible, I understand that other procedures may be carried out at the discretion of the doctor and that I will be responsible for charges related to these treatments. I agree to pay all fees related to the treatment of the named animal at discharge. Payment may be made by Visa[®], MasterCard[®], debit card, cash or a combination.
- I understand that the practice of veterinary dentistry is not an exact science and that guarantees as to outcome are not possible. Treatment options and procedures have been explained to my satisfaction and I give my informed consent to Fraser Hale to carry out these treatments.
- I understand that the ultimate success of the proposed treatment may depend on adequate home-care and follow-up and acknowledge my responsibility in this regard. This is particularly so with the management of periodontal disease.
- I understand that any anesthetic poses some risk to the patient and that precautions will be taken to minimize such risks. In the unlikely event of an anesthetic complication, I authorize Hale Veterinary Clinic to carry out such procedures and treatments as are deemed appropriate.
- I give Hale Veterinary Clinic permission to photograph my pet for the purpose of documenting the treatment and I understand that the photographs may be used for educational purposes. Confidentiality is assured.
- I have read and understand "Who Does What at Hale Veterinary Clinic".
- When it is time for my pet's follow-up appointment with Hale Veterinary Clinic, I wish to be (a) contacted by Hale Veterinary Clinic or (b) contacted by my regular veterinarian (circle one).

OWNER/AGENT: _____ **DATE:** _____ **PHONE:** _____

Directions to Hale Veterinary Clinic

WARNING: If approaching from the south on The Hanlon Parkway (new Highway #6) or Old Highway #6 **DO NOT TAKE** Wellington County Road #34, which is well south of Guelph. You must proceed north into Guelph to find **Wellington Street**.

- **On the 401 from Kitchener or Toronto**, take Exit 295 and go north on Highway 6 (Hanlon Parkway) for about 12 km. After the stop light at College Avenue, prepare to take the exit ramp for Wellington Street. At the top of the ramp, turn left and proceed west on Wellington Street, past the Tim Horton's to the next light, which is Fife Road. Turn right onto Fife and look for a small plaza on your right about 1 km along.
- **On Highway 7 from Kitchener**, at the stop light at County Road #32, turn right (south) and proceed to Fife Road. There is a flashing yellow light hanging above this intersection. Turn left (east), proceed through the 4-way stop sign and look for a small plaza on your left.
- **From points north**, come down Highway 6 to Woodlawn Road West (still Highway 6) to the lights at the Hanlon Parkway (still Highway 6). Turn left (south) on to the Hanlon. After the stop lights at Paisley Road, prepare to take the exit ramp to Wellington Street. At the top of the ramp, turn right and proceed west on Wellington Street, proceed past the Tim Horton's to the next light, which is Fife Road. Turn right onto Fife and look for a small plaza on your right about 1 km along.
- **From points south**, come up Highway 6 to the 401 and take 401 west toward London for 4 kms. At exit 295, get onto Highway 6 North again (this is the Hanlon Parkway; a bypass around downtown Guelph). After the stoplight at College Avenue, prepare to take the exit ramp on the right up to **Wellington Street**. Turn left onto Wellington Street, proceed past the Tim Horton's to the next light, which is Fife Road. Turn right onto Fife and look for a small plaza on your right about 1 km along.
- **From the north-east**, follow Highway 24 (in parts this is known as County Road 124) through downtown Guelph to Wellington Street, then west past the Tim Horton's to the next light, which is Fife Road. Turn right onto Fife and look for a small plaza on your right about 1 km along.
- **From Cambridge along the former Highway 24** (known as County Road 124 in places) at the bottom of the hill approaching Guelph, the first stop light is Fife Road. Turn left onto Fife and look for a small plaza on your right about 1 km along.



Map to
Hale Veterinary Clinic

519-822-8598
866-toothvet