

# HALE VETERINARY CLINIC

DENTAL AND ORAL SURGERY FOR PETS

**PHONE**

519-822-8598

**FAX**

519-763-6210

**EMAIL**

info@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,

In preparation for your visit to Hale Veterinary Clinic, please review this entire package of information.

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

Next is a page outlining our recommendations for pre-visit medications.

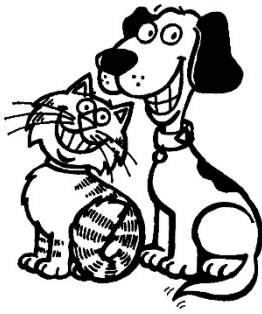
There is a page with written instruction on how to get to Hale Veterinary Clinic followed by a map.

The last two pages are fillable forms. Please fill in all of the fields and save the document to your computer. Then send this document as an attachment to an email to [info@toothvet.ca](mailto:info@toothvet.ca).

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

Sincerely,

The Team at Hale Veterinary Clinic



# HALE VETERINARY CLINIC

Martin Hamilton, BVM&S, MRCVS

DENTAL AND ORAL SURGERY FOR PETS SINCE 1991

## Note to Referring Veterinarians and Pet Owners

As part of our on-going effort to make every patient's visits as stress-free as we can manage and to minimize their post-operative discomfort, we are instituting the following policies.

Unless there is a medical contra-indication, we request that all patients receive an appropriate dose of

**Gabapentin** (at least) +/- **Trazadone** - These drugs will calm/relax the pet so that it is less bothered by the stress of anesthesia and visiting a new-to-them facility full of new-to-them people.

**Cerenia** - This drug will help prevent nausea from anesthesia, motion sickness and other medications we may be giving them after surgery. It can aide in getting pets back to eating post-operatively.

Please give the appropriate dose of **Cerenia, Gabapentin +/- Trazadone** the night before surgery and then give **Gabapentin +/- Trazadone** three hours before getting into the car to come see us.

These requests mean that:

-the primary care veterinarian will need to determine the appropriate doses of each medication for each pet and whether they feel gabapentin and Cerenia® will be enough (based on their knowledge of the pet's personality and if they have any motion sickness) or if trazadone should also be included. (note that animals prone to motion sickness should get a higher dose of Cerenia than animals not prone to motion sickness so be sure to discuss this to determine the correct dose for each pet).

-the primary care veterinarian will need to dispense these medications to the owners and provide them with appropriate instructions on how and when to administer the medications based on your appointment time.

-the primary care veterinarian will need to send us a note ([info@toothvet.ca](mailto:info@toothvet.ca)) letting us know what has been dispensed (drugs, doses and instructions).

-the owners will need to give the medications as instructed and inform us upon their arrival that they have done so.

We feel these requirements will go a long way to making your pet's/patient's visit easier on them and everyone in their lives.

If you have any questions, please call. Thank you very much for your continued support.

Sincerely,

The Team at Hale Veterinary Clinic

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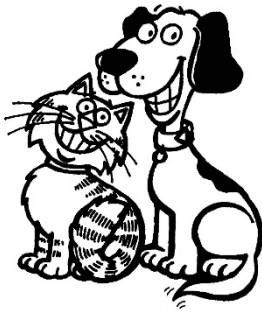
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## PHONE ESTIMATES:

### ANY RELATIONSHIP TO THE ACTUAL INVOICE IS PURELY COINCIDENTAL

One of the most common questions people (referring colleagues and clients) ask when they phone or email us is "how much will it cost?" We 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 us in the past will have received a written report on the case. In about 95% of these letters, we have include a statement indicating that the doctor 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 we can probe, explore, and radiograph we will find all 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.

Sometimes 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, we 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 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 \$3X 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.

Example: An 8-year-old standard poodle was referred for assessment of a gingival mass associated with **one** tooth. It turned out that the dog had [tooth resorption](#) affecting every tooth and required extraction of **all 41** of its remaining teeth!

**This is also why we usually insist that the owner stays at our office until we have their pet anesthetized. That way, we 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, and then we can generate a more accurate estimate and obtain consent to proceed.**

Here is a pretty accurate statement we can make with some actual numbers.

"It does not matter if it is a dog or a cat, big or small, young or old or what the reason for the referral is, most of our invoices end up between \$2000 and \$5500 plus HST. Some cases are more, some are less, but the majority fall in that range."

A Facebook post on this subject:  
<https://www.facebook.com/toothvet/posts/1014593708715934>.

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# Who Does What at Hale Veterinary Clinic

Dr. Hamilton will be performing all dental procedures on your pet 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 on your pet.

Hale Veterinary Clinic employs five Registered Veterinary Technicians. 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, intra-oral dental radiography, assisting the doctor 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.

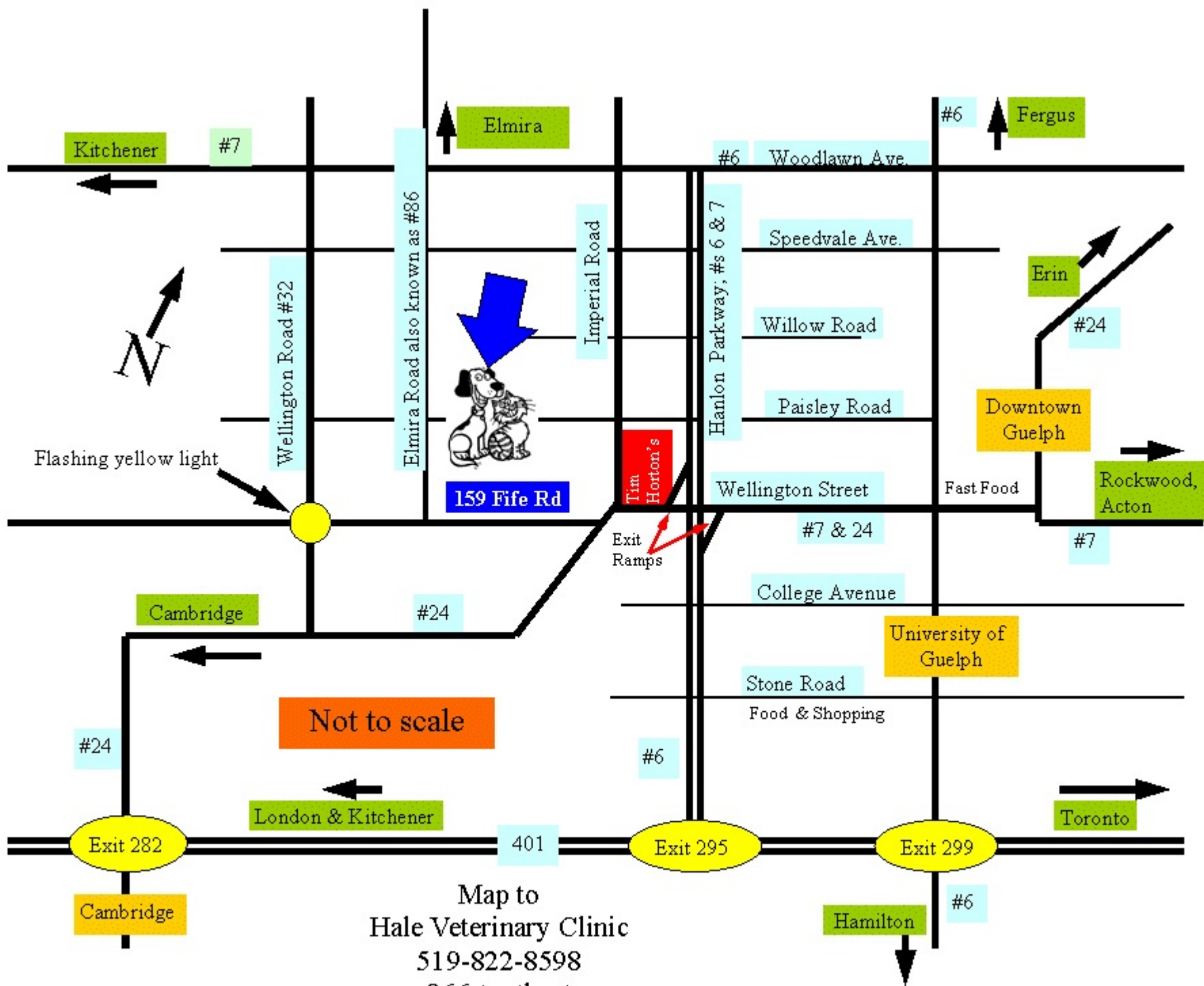
This document is provided in accordance with the Guidelines on Informed Owner Consent as provided by the College of Veterinarians of Ontario, 2009.

August 2023

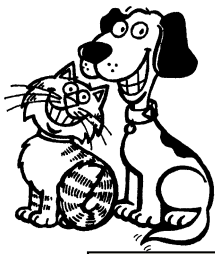
# Directions to Hale Veterinary Clinic

**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



# HALE VETERINARY CLINIC

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## CLIENT / PATIENT INFORMATION

**OWNER**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Street: \_\_\_\_\_ Unit#: \_\_\_\_\_

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 : \_\_\_\_\_ Phone: \_\_\_\_\_

Regular Veterinarian: \_\_\_\_\_

This pet is currently fed what brand of food? (canned, dry, home made) \_\_\_\_\_

What dental home care is provided (brushing, water additive, toys...) How often? \_\_\_\_\_

Does your pet have any drug allergies or sensitivities? Y/N Please explain: \_\_\_\_\_

Does your pet have any food allergies or sensitivities? ie. egg, soy, chicken \_\_\_\_\_

Does your pet had difficulty with Anesthetic? Y/N Please explain: \_\_\_\_\_

Does your pet have any ongoing medical or surgical problems? Y/N Please Explain: \_\_\_\_\_

Vaccine Status – When was your pet last vaccinated and against which infections? \_\_\_\_\_

Is your pet on any prescribed or over the counter medications? Y/N Please list all: \_\_\_\_\_

Do you have pet insurance? Y/N If so, which plan? \_\_\_\_\_



## HALE VETERINARY CLINIC SOCIAL MEDIA RELEASE FORM

We use social media platforms to increase awareness of dental diseases in pets so more pets can receive the appropriate dental treatments they need. It is also a great way to showcase our team and the patient care we provide. In order to publish photos and radiographs of your pet, we kindly ask you to select your preference and sign the release form. Regardless of your choices, confidentiality is assured and your personal information will not be disclosed.

Hale Veterinary Clinic has my permission to use:

Please select one:

My pet's intra-oral photos, radiographs, and photos of my pet's face

My pet's intra-oral photos and radiographs only

Do not use any of my pet's images

Please select one:

My pet's name

Do not use my pet's name

I hereby grant permission to Hale Veterinary Clinic to use images of my pet on Facebook, Instagram, and other social media platforms.

I waive any right to royalties or other compensation arising or related to the use of my pet's images or recording. I also understand that this material may be used in diverse educational and promotional settings.

By signing this release, I understand this permission signifies that photographic or video recordings of my pet may be electronically displayed via the Internet.

By signing this form, I acknowledge that I have completely read and fully understand the above release and agree to be bound thereby. I hereby release any and all claims against any person or organization utilizing this material for promotional purposes.

### **Agreed:**

Name:

Signature:

Date: