



# HALE VETERINARY CLINIC

Fraser Hale, DVM, FAVD, DiplAVDC

BOARD-CERTIFIED  
VETERINARY DENTAL SPECIALIST

DENTAL AND ORAL SURGERY FOR PETS SINCE 1991

Dear Pet Owner,

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

Start by this document regarding how we are managing patients currently - [http://www.toothvet.ca/PDFfiles/phase\\_3\\_protocol.pdf](http://www.toothvet.ca/PDFfiles/phase_3_protocol.pdf)

*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 you questions regarding cost, but please be prepared for surprises once I have done the detailed examination on the day of your visit.

*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 providing your consent for us to carry out the plan as will be documented on the *Estimate and Consent Form*. A blank copy of this form is provided in this package so you can be familiar with what it says ahead of time.

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

The final page is a fillable form. 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 [stephanie@toothvet.ca](mailto:stephanie@toothvet.ca).

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

Consider subscribing to my [You Tube channel](#), where there are many useful videos.

**PHONE**

519-822-8598

**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

## 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?” 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.

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, 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 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 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, and then I can generate a more accurate estimate and obtain consent to proceed.**

Here is a pretty accurate statement I 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 \$1500 and \$4000 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>.

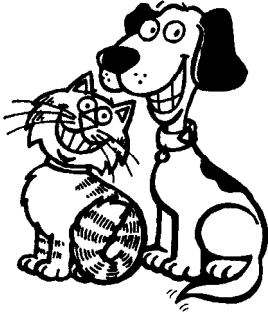
## WHO DOES WHAT AT HALE VETERINARY CLINIC

Dr Hale is a board-certified veterinary dental specialist. Unless expressly stated otherwise, Dr. Hale 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.

Drs. Morris and DeRose are 3<sup>rd</sup> year dental residents with many years of experience in their own general practices. When mutually agreed upon by all parties, Drs. Morris and DeRose will also be doing procedures on some patients.

Hale Veterinary Clinic employs four 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, assisting the doctors 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.



# HALE VETERINARY CLINIC

DENTAL AND ORAL SURGERY FOR PETS

## ESTIMATE AND CONSENT FORM

Problem(s): Please do not complete this form or send it to us. I will complete this form after I have examined your pet and will email you a copy and then we will meet on Zoom or by phone to discuss.

Please do read all of the text below so you are familiar with that to which you are agreeing.

Planned Treatment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

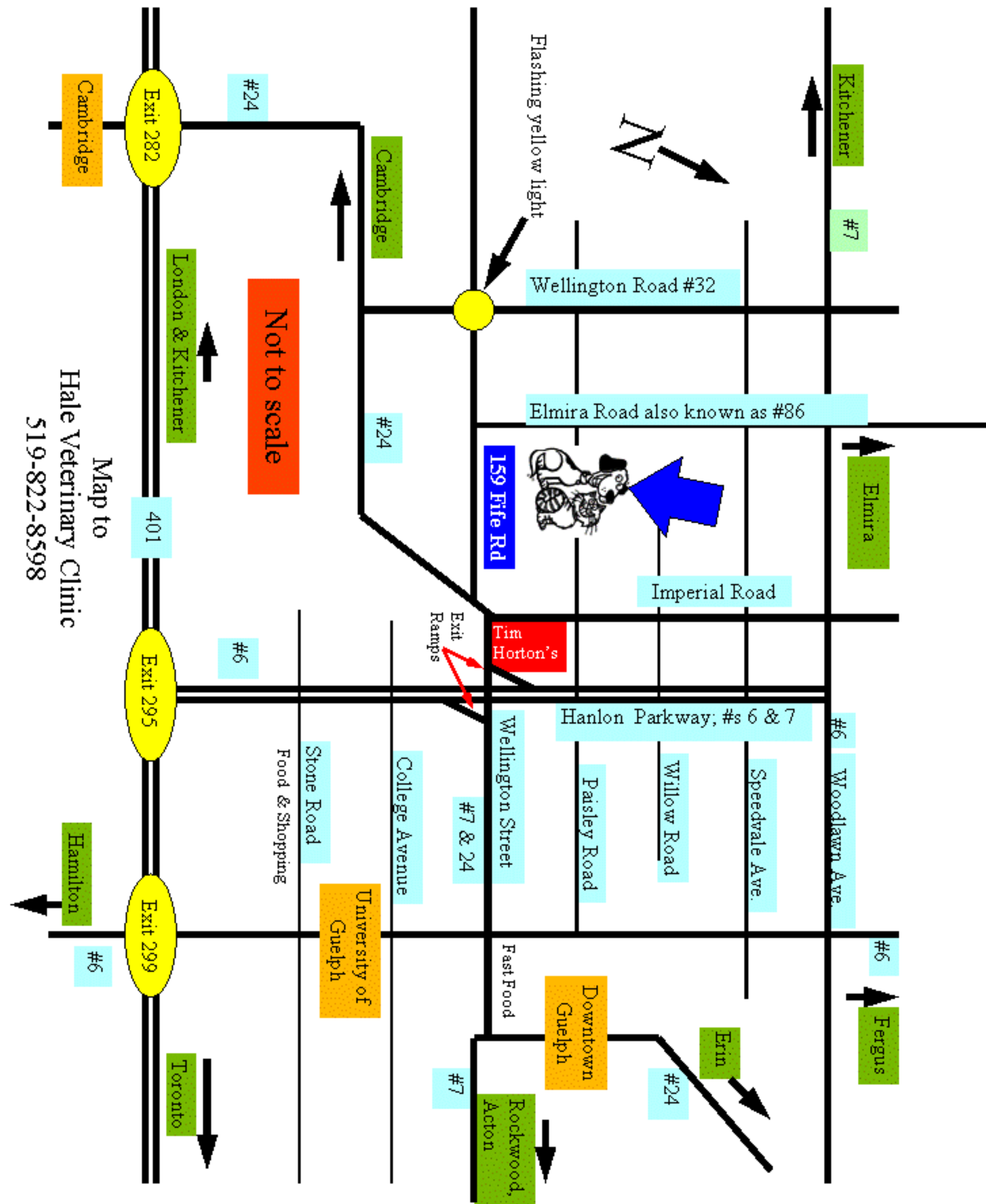
- My veterinarian has referred me to Hale Veterinary Clinic specifically regarding a dental or oral problem with my pet. Hale Veterinary Clinic will be unable to provide treatment for conditions other than those related to this referral.
- The fees related to the above treatment plan are outlined on 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<sup>®</sup>, MasterCard<sup>®</sup>, 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

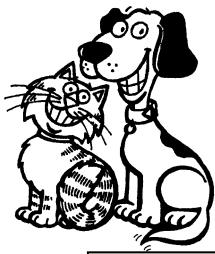
**WARNING:** If approaching from the south on The Hanlon Parkway (new Highway #6) or Old Highway #6 **DO NOT TAKE** Wellington County Road #34, which is well south of Guelph. You must proceed north into Guelph to find **Wellington Street**.

- **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.



Not to scale

Map to  
Hale Veterinary Clinic  
519-822-8598



# HALE VETERINARY CLINIC

DENTAL AND ORAL SURGERY FOR PETS

## 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 (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: \_\_\_\_\_

Has your pet had difficulty with anesthetic? Y/N Please explain: \_\_\_\_\_

Does your pet have a soy intolerance? Y/N \_\_\_\_\_

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? \_\_\_\_\_