



# HALE VETERINARY CLINIC

Fraser Hale, DVM, FAVD, DiplAVDC

BOARD-CERTIFIED  
VETERINARY DENTIST™

DENTAL AND ORAL SURGERY FOR PETS SINCE 1991

## COVID Protocol

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

As COVID case numbers and restrictions around the province/country/world continue to fluctuate, we have no plans to change our protocols yet. We simply cannot afford the risk of having staff members get sick as this would mean cancelling many appointments and rescheduling them to our next available times, which are currently several months away.

Until the risk of a clinic outbreak becomes vanishingly small, we will continue with our COVID protocol as outlined below. As well as this document, please see the other steps outlined for arranging an appointment/referral or for advice on a case as outlined on the landing page at [www.toothvet.ca](http://www.toothvet.ca).

*Note. Payment is due in full at time of discharge. You may pay with Visa, MasterCard, American Express or Debit card using our wireless point of sale machine.*

### **We are not doing In-Person Consultation visits currently:**

Rather, we are managing this aspect via telemedicine. The primary care veterinarian needs to complete [Step One](#) of the referral process and either the primary care veterinarian or the owners need to complete [Step Two](#). This information should be emailed to [info@toothvet.ca](mailto:info@toothvet.ca). After she has received this, she will review it with Dr. Hale and a plan will be devised and communicated to the primary care veterinarian and/or the owners.

### **Pre-Visit Preparations:**

A few days in advance of your appointment date, I (Dr. Hale) will send you an email. In this, I will:

- remind you of the date and time of your appointment
- include a link to this document so you can review it again
- outline my understanding of your pet's issues based on the information I have received from steps one and two and any other communications as well as some speculation on what treatments are in store for your pet
- include links to various resources from my website that discuss your pet's issues in greater detail so you can arrive well informed about what it likely going on and going to be done about it

- include links to some short videos on the post-operative instructions I anticipate I will have for you
- review when last food and water can be offered to your pet before heading over to see us
- invite you to contact us with any questions you might have so we can discuss them in advance of your visit
- give you the name of the wifi network you should connect to and the password for that network

We will be communicating with you by phone and via Zoom meeting so please bring a wifi-enabled phone +/- a tablet/laptop and download the Zoom app (<https://zoom.us/>) before leaving home. If you are unfamiliar with Zoom, maybe practice a bit at home to make sure it is working properly.

### ***The Day of the Visit:***

We are not inviting clients to enter our building currently. The visit will be done using the “Curb-Side” model with which you have become familiar. Here is how our version of that works:

- when you arrive in our parking lot, pull up right in front of our window so you can get the best signal from our wifi hub.
- call us to let us know you have arrived.
- if it has been a long drive and you are arriving with a dog, take it for a short walk on the grass so it may relieve itself.

-next, you will bring your pet (dog or cat) into our vestibule (wear your mask).

Cats and small dogs must be in a secure pet carrier with the door properly closed. Set the carrier down on the floor of the vestibule and return to your car

Larger dogs must be on a leash to go from your car to our vestibule. When you enter the vestibule, make sure the exterior door has closed completely behind you (we want no escapees), remove your collar/leash/harness/bandanas... We will have laid the end of a slip lead on the floor of the vestibule for you to put around your dog’s neck, then you return to your car

if your dog or cat is of a highly anxious or at all aggressive nature, we request that you consult with your primary care veterinarian about having them dispense some gabapentin and/or trazadone for you to give to your pet an hour or so before you leave the house to sedate/calm them before they arrive at our office.

-for highly anxious or aggressive dogs, we may also require that you place a muzzle on your dog before we bring it in to the building. If you have your own muzzle, please use that. Otherwise, we have muzzles here you can use. Here is a short video on [How to put Muzzle on dog](#)

- once you have left the vestibule, we will bring your pet into the clinic and start our preliminary examination. I will then generate a tentative plan and estimate and email that to you along with a link to our first Zoom meeting. This email will likely come to you within 5 to 10 minutes of you putting your pet in the vestibule, so be watching for it on your device.

- after we have discussed the situation and I have your verbal consent to proceed with the tentative plan, we will get to work anesthetizing your pet so I can do my detailed exam with whole-mouth intra-oral dental radiographs, revise or confirm the plan and estimate. This step tends to take about 45 minutes.

-if there are no changes to the plan/estimate, we will just call you to inform you of that and tell you when we would like you back in the parking lot to go over your discharge instructions.

-if there are surprises, I will ask you to get back into the Zoom meeting so I can show you what I have found, what it means and what needs to be done about it to get your informed consent to proceed with the revised plan. And again, I would let you know when to be back in the parking lot.

At this point you are free to do as you please. You can stay in our parking lot and read/work or whatever, Restaurants are open again so you can go for a meal. If you live nearby, you might just go home. Whatever you choose to do, please be back in the parking lot at the appointed time.

When I have completed the procedure, I will write up the record, discharge statement and invoice while your pet is recovering from anesthetic under the watchful eyes of our registered veterinary technicians. I will email you the dental chart, discharge statement and invoice. Once you have received that we would ask you to call in to settle the bill and then you and I will meet on Zoom once more so I can debrief you on how things went and to go over all of the post-op instructions (feeding, activity, medications, follow-up plans...).

Once we have discussed everything, I have answered your questions, you have paid the invoice and your pet has recovered sufficiently from anesthetic to be discharged, we will put your pet and any dispensed medications into the vestibule. You come in, gather your pet and the medications and can be on your way home. Later that day (sometime before I go to bed) I will do up the full report with a cover letter, the chart and discharge statement and all of the relevant pre-op and post-op images and I will email this to you and your primary care veterinarian, so everyone knows what was found, what was done and why and what the plans are for the future.

One other note. If, while in our parking lot, you need to use our restroom, please call and ask to be admitted. We will clear the way and invite you in. Walk straight past the reception desk to the end of the hall, where you will find the restroom. When you are finished, walk straight back out. Please do not stop to chat – just in and out.

Thank you for your understanding and co-operation.

Sincerely,

A handwritten signature in blue ink that reads "Fraser A. Hale". The signature is written in a cursive, flowing style.

Fraser A. Hale, DVM, FAVD, Dip AVDC