

# WEB SITE TOUR

[www.toothvet.ca](http://www.toothvet.ca) has been up and running for many years now and more stuff gets added every few months. There is so much stuff on there now that it occurs to me that many of you may not be aware of all the resources it contains for you and your clients. I want to rectify that situation right now.

The website is open access (anyone can enter and read/download/print anything on the site) but is not interactive. Some portions are written with a veterinary audience in mind and other areas are written as if I am addressing the animal owner directly.

As you read through this, I suggest that you have the website open so you can click through the pages and see them as I describe them.

## Index Page

The first page you get to has my logo and the practice name. It is designed to open quickly as surfers are impatient. On this index page, there are links that will take you to some of the more important pages. To help your clients find our office, there is a link to our map and directions and another to Google Maps.

To help you find The CUSP, there is a link directly to the current issue and another that will take you straight to the Old CUSP Articles page.

For referring veterinarians, there is a link to a paper that outlines what you can expect from me when you refer a case as well as what I need from you in order to offer the best service to you and your clients/patients.

[www.toothvet.ca](http://www.toothvet.ca) is open access. Everything on it is free and available to anyone with internet access. Veterinarians are encouraged to direct their clients to the site to find answers to their questions about dental issues and how our services are provided.

If you want to get into the site to explore all it has to offer, then you click on the dog or cat teeth in the logo to go to the home page.

## Home Page

At the top and bottom of the home page, there are buttons to take you through to any other page you would like to see.

The rest of the page mainly contains biographical information about me and my qualifications.

## Services

This page offers a very brief introduction to the broad categories of dental and oral services we provide.

## Referrals

This is a brief explanation of how to go about getting an appointment at Hale Veterinary Clinic and payment options.

## A Visit

This page describes the usual sequence of events from initial contact by the referring veterinarian to post-operative discharge. By explaining the process and taking the mystery out of the day, we are hoping to make the whole adventure as low-stress as we can for all involved.

## Frequently Asked Questions

The title says it all. There are answers to many of the questions owners first think of when it is suggested that they need a referral to a specialist.

## Virtual Tour

Another page intended to help owners get a sense of where they are going and to develop a comfortable, familiar feeling before they even arrive. It is just some photos of the various areas of the clinic from reception through to laundry room.

## Staff

Far more important than the bricks and mortar of the clinic are the people who work there. This page just gives a brief introduction to the various team members and what their duties involve. Again, just trying to help owners feel comfortable and relaxed when they arrive because they already feel they know us.

## Map

This is a map and directions to help people find our office.

**Many people have gotten misdirected by GPS systems**, so they should look at our map and directions as well.

## Dental Care for Your Pet

The main focus of this page is to explain the step-by-step process of training/tricking your pet to enjoy and demand daily tooth brushing. Home care efforts often fail, not because the owners are not committed to doing it, but because they have not had the proper training in how to go about it. Here we try to rectify that situation.

## Forms & Handouts

This page contains links to a number of forms and client-education sheets in pdf format. Therefore, you need a copy of Adobe Acrobat Reader, which most computers have. If you do not have Acrobat Reader, you can get a free version from the Adobe website and there is a link to that on this page.

The client education sheets are intended for general practitioners to print off to give to their clients as a sort of written second opinion. As the author of these pages, I ask that you use them "as is" without editing or altering them in any way.

The *Referral Information* document is a one-page hand-out that covers the information on the A Visit page – a run-down of how a visit to Hale Veterinary Clinic typically goes. This is a good page for you to print and hand to clients you are referring to us.

The *Referral Request Form* is a copy of the referral and history form that we need all referring veterinarians to complete and send to us well in advance of the arrival of the patient they are sending our way. We can fax you a blank copy of this form if you need us to, but you can also just download it from the site and photocopy it so you always have some on hand.

The consent and waiver forms are provided so clients can have a sense of what forms they may be asked to sign prior to treatment of their pet. Everyone signs an *Estimate and Consent* form.

When I am done treating an animal, I send a copy of the dental chart home with the owners and another copy to the referring veterinarian. The chart contains a great deal of information about what I found and what I did about it. In order to fit this information on the chart, I use a number of codes and abbreviations. These are explained in the *Abbreviations and Codes* document at the bottom of this page.

## News

Kind of a fluff page. It just contains some bits of personal news about me and my family as well as my staff. Another chance for clients to learn a bit more about the people they are going to meet when you refer them to Hale Veterinary Clinic.

## Continuing Education

As well as taking referrals of dental and oral cases, I do a lot of teaching to veterinarians and veterinary technicians. This page outlines the programs we offer and lists the dates for each. There are also links to other continuing education opportunities such as the Veterinary Dental Forum and the Animal Dental Training Center.

## Old CUSP Articles

Where does the timeless information from old newsletters go when a new newsletter comes along? It goes here. This page is populated with pdfs of educational articles from past issues. I have just organized these papers into categories which will hopefully make it easier for you and your clients to find the information you need.

- General Anatomy and Physiology
- Periodontal Disease and Home Care
- Endodontic (Pulp) Disease
- Developmental Problems
- Traumatic Injuries
- Other Oral Pathology
- Feline Issues
- Intra-Oral Dental Radiology
- Equipment
- Miscellaneous Topics

There are dozens of articles here, covering a wide range of topics. Answers to almost all of the questions that people (veterinarians and owners) ask when they call us can be found here.

As well as papers discussing anatomy and physiology of dental structures, there are several on various diseases and abnormalities. There is a piece outlining why phone estimates are pretty darn worthless. There is another discussing what the referring veterinarian can expect from me and in turn what I expect from them (Division on Labour).

Four times a year I put out another issue of The CUSP so this page gets more information added to it every three months. Be sure to keep coming back to see what's new, or old, as the case may be.

## Book

I have a self-published textbook entitled *Understanding Veterinary Dentistry*. The current edition was written in 2004. Someday I may get a chance to put out another, but it is a daunting task and the enormity of it has kept me from starting. Anyway, this page tells you a bit about the book so you can consider contacting us to order a copy.

This book, with colour photographs, is available online to VIN members as part of their subscription.

## Contacts

Simply a page with information on how to go about getting in touch with us at Hale Veterinary Clinic

## Links

My web site is just one of many credible and valuable resources available on the internet (though probably 95% of what is out there is pure garbage). This page has links to some other sites you might find useful.