



HALE VETERINARY CLINIC

Fraser Hale, DVM, FAVD, DiplAVDC

BOARD-CERTIFIED
VETERINARY DENTAL SPECIALIST

DENTAL AND ORAL SURGERY FOR PETS SINCE 1991

COVID-19 INSTRUCTIONS FOR CLIENTS

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ADDRESS

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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

Also available as a video on You Tube

<https://youtu.be/uCejMRFqYgM>

After being closed for a time, Hale Veterinary Clinic has decided to re-open but with many new policies in place to reduce the risk of spreading COVID-19. We must all accept that there is no way to completely eliminate the risk of contracting COVID-19 aside from staying home. So, the first question for you to consider, carefully and honestly is, does the benefit justify the risk?

For those with appointments scheduled for situations urgent enough to warrant proceeding, we will be sending a number of links to documents and videos for you to review in preparation for your visit. Now more than ever, it is really important that you take time to review and understand all of these resources. I need you to study up on what we think I will be finding and doing for your pet.

Our policies and practices will likely evolve as we adapt to the challenges of practicing medicine while maintaining physical distancing, so do not take the information in this document as the final word. Please plan to check in with us the day before your appointment for updates. For now, here are the new rules.

Everyone who has direct physical contact with your pet must take the Self Assessment Test from the Government of Ontario which you can find here - <https://covid-19.ontario.ca/self-assessment/#q0>). If you are unable to answer "No" to all of the questions, please call us to cancel your appointment.

Please complete the client and patient information form and send it to us at least a day before your appointment. Here is a link to a fillable pdf - http://www.toothvet.ca/PDFfiles/client_pat_info_fillable_2020.pdf. Fill in all of the fields, save the completed form to your computer and then send it to us as an attachment to an email sent to stephanie@toothvet.ca. Or just print the blank form, fill in the fields legibly, photograph the form and send it as an attachment in an email to the same address. If you have pet insurance, please complete your portion of the claim form and email this to stephanie@toothvet.ca as well.

We are practicing what has become known as Curb-Side Medicine, which means that you will not be coming into our office to meet with us face-to-face and

enjoy the comforts of our reception area. We have to ask that you remain in your vehicle. This will seem very cold and impersonal and I am really saddened that I will not have the opportunity to meet with you in person and form a bond of mutual trust. We are asking you to drop your beloved pet off with strangers and to trust us without knowing us and I understand that may be very difficult for you.

You will need a smart phone at least and it would be good to also have a tablet or laptop computer as we will be communicating with you by phone and will be sending emails with pdf attachments and links to documents on our website and You Tube™. You should be able to connect to our wi-fi from our parking lot (we will tell you the password when you arrive). Also, go to <https://zoom.us/> and sign up for the free version. Zoom is a good two-way video and audio virtual meeting platform that will allow us to communicate more effectively. As a second choice we can do a facebook messenger video chat, but the quality of the video is not nearly as good as with Zoom.

If you do not have at least a smart phone with internet access and an email address, we will not be able to schedule your visit during this time of physical distancing.

When you arrive, call 519 822 8598 to let us know you are in the parking lot.

For cats and small dogs, you must bring your pet in a secure pet carrier from which you pet cannot escape. You will be instructed to place your pet, in its carrier inside our front vestibule and we will collect it from there. You can have bedding in the carrier as you travel to us, but remove all bedding from the carrier before bringing the carrier in. Just open the front door, place the carrier on the floor and return to your vehicle.

For medium and large dogs, they must be wearing a single, secure collar (cannot slip out of it) or secure harness. They should be wearing no other “clothing” or accessories. Bring your dog into our vestibule on your leash. When you enter the vestibule, you will see the end of our “Slip-lead” on the floor with the handle extending into our reception area under the inner door. Slip the open loop over your pet’s head and snug it down around their neck, then remove your leash and collar/harness and go back outside, and hold the exterior door closed until we have welcomed your dog into our space and have closed the inner vestibule door. Then return to your vehicle.

Because you will not be at your pet’s side to comfort and calm them when we bring them into a strange environment to be handled by strangers, we need to take some extra precautions so we can all remain safe from physical injury. Therefore, if your pet is of an anxious, nervous or aggressive disposition, please contact your primary care veterinarian to discuss pre-medicating with Gabapentin or Trazadone to provide some level of chemical calming. And for nervous dogs, we will place a nylon muzzle in the vestibule for you to put on your dog on our behalf.

As soon as you have dropped your pet off in the vestibule and returned to your vehicle, we will collect your pet and bring it into the treatment area. I will do my initial assessment, formulate a tentative plan and generate a working-estimate. We will email you the plan and estimate and then I will telephone you or initiate a Zoom meeting to discuss this and obtain your verbal informed consent to proceed. We will then give some pre-anesthetic sedation, wait 15-20 minutes for it to take effect, then get your pet under general anesthetic. Now I can do my detailed examination and intra-oral dental radiographs and revise the treatment plan and estimate in light of the new information. I will then call/Zoom you again to discuss these revisions and obtain fresh informed consent to proceed with treatment. Once this is done, you will be free to stay or go as you please and we will give you an estimated time to return to retrieve your pet. Throughout all of this we will be sending you links to more resources, (articles and videos) that

discuss specific issues related to your pet's dental diseases, what I am doing about them and your post-operative care instructions.

When you return to collect your pet, again remain in your vehicle and call us. I will call/Zoom you again to discuss how things went and your discharge instructions. Then we will email you your invoice and you can email payment or phone in with your credit card. Once payment has been confirmed we will email you a receipt. We will put your pet back into the vestibule along with a paper bag containing any prescriptions and you will collect your pet and head home.

We will email you a complete report on your pet's visit as well as various other links specific to their situation. I will do my best to have this report to you by the end of the day.

Our hope is there we can manage all of this with you not going beyond our vestibule but we realize you may need use of a restroom and with most restaurants closed, there may be limited options. If you need to use our restroom, phone in to let us know. We will open the inner vestibule door for you so you can come straight in, walk directly past the reception desk to the restroom without touching anything or stopping to talk and leave in a similar fashion. We will spray down the restroom once you have left.

Plan to bring food and drink and some work/entertainment for the several hours you will be in Guelph. You are welcome to remain in the parking lot using our wi-fi.

If you have any questions about all of this, please send them by email.

Regards and Stay safe.

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