



# HALE VETERINARY CLINIC

Fraser Hale, DVM, FAVD, DiplAVDC

BOARD-CERTIFIED  
VETERINARY DENTIST™

DENTAL AND ORAL SURGERY FOR PETS SINCE 1991

## The Top Two Questions

**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

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By far, the two most common questions we get are “When is your next available appointment?” and “How much will it cost?”. I absolutely understand why people ask these questions. However, the answer to both of them is “I do not know.” But why is it that we cannot offer simple answers to these simple questions?

### When is your next available appointment?

We are so busy these days that our official next available spots are often 3 to 4 months away. Many problems people are calling about are too urgent to wait that long and we try our best to squeeze them in. Some have critical windows of opportunity and really need to be seen right away and again, we try our best, but there are only so many hours in the day.

The fastest way to get your pet/patient seen is to start by going to [www.toothvet.ca](http://www.toothvet.ca) where you will find the five steps for owner and primary care veterinarian to follow to start the process. We need the referral request form from the primary care veterinarian with pertinent history, current blood work and a good description of the problem (step 3) and good photos (and radiographs if available) of the problem(s) (step 5) before we can even determine if it is a case we will accept at our out-patient facility. Then, once we have that information, the owners can call to speak with our referral co-ordinator about getting on the schedule. Sometimes, if the stars line up, we can get a pet in within a few days of initial contact, but more commonly they are scheduled for the next available (months away) and put on the cancellation list in the hope of being bumped forward.

### How much will it cost?

I have addressed the topic of estimates previously and here is the link to that bulletin - [http://www.toothvet.ca/PDFfiles/phone\\_estimates.pdf](http://www.toothvet.ca/PDFfiles/phone_estimates.pdf).

I hope that helps,

Regards,

Fraser Hale, DVM, FAVD, Dipl AVDC