

# DENTAL FLOWCHART

Dental booked



Call/SMS/email day prior to remind – nurse to do



On the day of procedure



Dental Admission form

- Gr.1 Dog
- Gr. 1 Cat
- Gr. 2 Dog
- Gr. 2 Cat
- Gr  $\frac{3}{4}$  Dog/Cat



Dental Travel card

- Touch point 1 - Admission (Tick & sign)
- Touch point 2 - post X-ray, with update of any changes to procedure/pricing (tick & sign)
- Touch point 3 - Into Sx (Tick & sign) (may align with touch point 2)
- Touch point 4 - Waking Sx/Book discharge (Tick & sign)
- Touch point 5 - Discharge



Dental discharge form Gr1/2/3 or 4



- Nurse recall 2 days
- Dental revisit form 1 week
- Dental revisit form 1/3/6 months

## Discharge & Post-Sx Info

- discharge paperwork (discharge notes/dental chart/extracted teeth. Show before and after pics, and show dental radiographs if taken).
- Explain pain relief (if required)
- Book the revisits – explain that there will be important at-home supports given to the client at the revisit (if from out of town, make sure these go home with the animal now, and book zoom consults for them. The home care will be explained to the client during the call)
- If G1 dental – give the goodie bag and explain dental home care products
- If extractions recommend feeding boiled chick for the first night only; then boiled chicken and rice 4 days
- Make sure owner is aware that as pet drinks, may see some blood in the water bowl – this is normal for the first 24-48 hours

## Follow-up call – next day

1 day post Sx (book it into the nurse notes) – check how the patient is recovering; check if pain medication was dispensed and if so, check if being given as per instructions

## 1 Week (no cost) Nurse Consult

- **Exam:** Looking to see how the gingiva is healing (extraction site closing; minimal inflammation)
- If discharge or odour, Vet to check; Check gingival flaps have held and make sure no loose sutures.
- **Discuss:** Dental home care products in detail with client

Dental biscuits	Oravet/Greenies	Brushing
Oxyfresh	Plaque-off sample with pot purchase	Dental brochures

- Also make sure client has transitioned from boiled chicken/rice back to biscuits. Recommend no bones or hard toys for another week.
- Send home with goodie bag – **1 x greenies/1 x oravet/dental biscuits (approx. 1.5 cups)- note that these samples have been given/oxyfresh/hexarinse (explain in detail what each product is used for)**
- BIIN for next appointment

## 1 Month

- **Exam:** Make sure extraction sites have completely healed; suture material may still be present – if loose, can be removed, but otherwise will continue to absorb. Assess to see if any plaque building up (advise client this will continue to build within a few hours of removal).
- **Discuss:** Check in with the client to see what has and hasn't worked for their pet; if they didn't like Oravet, trial on Greenies. IF will only eat tinned/wet food, may need to discuss a little tough love to get them to eat biscuits
- Encourage client to buy dental biscuits (to slowly introduce – do not need to feed these fully – can give ½ cup etc to ordinary food choices)

Promote the sale of dental products with <b>20% discount</b> on first purchase of-		Dental biscuits	Oxyfresh and hexarinse
Toothbrush	Greenies and oravet		

- Ask if they have noticed an improvement in their pets behaviour since the dental

## 3 months

**Exam:** Check dental grade

**Discuss:** if starting to see plaque, show the client, then rediscuss dental home care products and how these are important to help reduce progression of periodontal disease. Advise that if continuing to build-up, may require a dental scale and polish (to recheck in 6 months)

## 6 Months

Same as 3 months, except if Gr 1 or 2 recommend a scale and polish. BIIN