

Dental Procedure

Catchment pool

- Grooming – to use the grooming disc and put note on invoice. Staff to remove that note, and speak to the client – offer FREE dental check, done by Vet. BIIN
- Kennels – Vacc in kennels – Vets to complete the Boarding Report Card; staff to hand over to the Client at pick-up, and BIIN
- Kennel staff notice bad breath odour – advise the front desk staff, speak to the client and BIIN for FREE dental check
- Consult – Teeth to be graded at every consult (wherever possible) and recorded
- Nurse consults – give dental grade handout for the client to read at home – follow up with a call in 3 days with a view to booking the procedure in

Be aware of times for the dental procedures when booking them in – if you are concerned at all, check with the Vet allocated to Sx for that day (check also if two Vets on consult – can one of them go to Sx; are there Gr 1 and 2 dentals booked that the nursing staff can do – these are all considerations you need to take on board when booking more than several dentals in one day)

Estimates

- All staff to include the estimates they collate in the client notes
- Make the estimate and leave in unfinished bills – that way we can follow up on it later
- Advise clients of Zippay and VetPay.
- When discussing the dental procedure with the client, stress that we know that –
- The identified issue will not go away; it WILL continue to deteriorate
- Continued deterioration **WILL** cause damage to organs and therefore health, (kidney/heart) and **WILL** cost more

We know that dental health requires continued care – it may mean a grade 1 procedure every 12-18 months to ensure the animal retains dental good dental hygiene. This is why we have kept the costs down on a grade 1 and 2 – at this stage, we are providing preventable service. Once the disease moves to a grade 3 or 4, we are looking at a surgical procedure, which is much more involved and therefore much more costly.

Reminder calls

- **TOUCH POINT** - Call/SMS/Email the day prior to the procedure to remind client of their appointment and to fast the animal

Preparing for Dental Procedure

- Print the correct dental sheet (related to the gradings) – if you are unsure, print the most advanced, and let the client know that it may not be as severe as that.

When the client arrives

- **TOUCH POINT - ALWAYS** greet the client – even with a smile. Let them know they are important and give them the time and effort they deserve. **Get out of your seat and greet them and the animal**

Admission

- Go through the correct dental sheet with the client – explain in detail what they can expect from their procedure today.
- Advise the client that dental procedures are done at the end of the surgical round for the day, so it may be later in the day when they receive a call (so they don't worry)
- Let them know we WILL be in touch through the day with updates and also we will do our best to get photos to show them when they pick up

Dental procedure

- **TOUCH POINT** - Call the client to advise their pet is next to go into surgery
- Once sedated, take before pics and upload to record
- Once a more detailed examination is able to be done, call the client if there are any updates. Advise them of changes to costs.
- Take an AFTER pic at the end of the procedure – make sure the dog is cleaned and tidy! Upload to record
- **TOUCH POINT** - Call the client once the animal is waking from Sx and book the discharge time
- **Tx nurse to prepare discharge notes (and goodie bag for G1 dental)**

Discharge & Post-Sx Info

- Make sure the animal goes home with correct discharge paperwork. Go through this, so the Owner can read it at home.
- This will include dental charts and extracted teeth. Also show them the before and after pics, and show dental radiographs if taken.
- Explain the 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 had extractions recommend feeding boiled chick for the first night only; then boiled chicken and rice for the 4 (four) days
- Make sure owner is aware that as pet drinks, will likely 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

Follow-up Procedure (no cost) Nurse Consult

1 Week

Exam: Looking to see how the gingiva is healing (extraction site closing; minimal inflammation)

If there is any discharge or odour, Vet to check

Check that 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 20% discount 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 ½ recommend a scale and polish. BIIN