



East Hilliard VETERINARY SERVICES

SUSAN E. KLEIN, D.V.M. CHRISTINE KABALAN, D.V.M. THOMAS J. KLEIN, D.V.M.

Welcome to East Hilliard Veterinary Services! All of the staff understand how nerve wrecking the idea of surgery can be for our pet owners. We know that you may have a few questions about what to expect during your visit with Dr. Tom and what your four legged family members schedule is going to be like while visiting with us. To ensure you have the most pleasant and worry free visit with us possible we have put together a little run through of your day and a few "need to knows" before you arrive.

As hard as it may be to deny your furry friend breakfast, we need for you to with hold all food after midnight the night before your visit. Although food is not allowed water is just find up until the time of their procedure.

We ask that you try to arrive 15 minutes early so to allow time for us to get to know you and your companion as well as fill out a brief form for us. After you have completed the form we will enter all your information into the system and one of Dr. Tom's technicians will be out to escort you to Dr. Tom's exam room. During your consultation appointment Dr. Tom will gather a little history on your pet and evaluate what is going on that has brought you into visit us. After his evaluation Dr. Tom will put together an itemized estimate of the procedure that needs to be done. **Keep in mind that although Dr. Tom has evaluated the pet we never know all of what is going on in their mouth until they are sedated and X-Rays are taken.** If you do not wish to have the procedure done on the same day as your consultation you do not need to. You are welcome to take the estimate that Dr. Tom gave you home and schedule the procedure for a later date. Once you have signed the estimate and consented to going ahead with the procedure we will walk, or carry, your pet back to our treatment area. If any pre anesthetic blood work or other medical testing is needed we will perform that at this time. Blood work is done in house and generally takes 15-20 minutes to generate results. While your pet is with us you are more than welcome to call and check in on them whenever you would like.

While waiting to begin their procedure your pets are kept in kennels that we have placed a plush kennel pad and blanket in. If your pet has any anxiety or fears of being crated or of other pets please let one of us know so that we can be sure they are as comfortable as possible. While the animals are in their kennels they are monitored and taken on walks by our staff. Once we have confirmed that their lab work is normal we will OK them for their procedure. We know that you are anxious to pick your pet up as soon as possible and are anxious to find out how they are doing. You are welcome to call and check in on them during the day, however we cannot guarantee the order in which your pet's procedure will take place. After Dr. Tom has completed

all of his consultations for the morning he will assess each pet, their condition, and any owner requests made by the owner. After taking all of that into consideration he will determine his days schedule. It is always possible that Dr. Tom will be called on to assist a pet with an emergency situation or perform a procedure on one of our K9 civil servants. In the event that either of those should happen your pet's procedure may be delayed.

Once it is your pet's turn to begin their procedure a pre med will be given to help them relax. They are then placed under general anesthesia and kept on monitors that are constantly supervised by Dr. Tom's technicians. The monitors will keep track of their IV fluids, pain meds, blood pressure, and EKG. The first step to their procedure will be oral X-Rays taken by Dr. Tom's technicians. After X-Rays have been taken, Dr. Tom will evaluate them and make the final plan for the procedure. While Dr. Tom is setting up the procedure plan, his technician will do a light cleaning of the teeth if it is needed. After the procedure has begun, if Dr. Tom finds anything additional that needs to be addressed that you were not made aware of in your consultation he will get in touch with you through either phone, text, or e-mail (please let us know your favorite means of communication for the day before you leave). Although Dr. Tom may know what additional needs to be done to ensure the best health for your pet, he may not know the cost increase at this point. If you are concerned about that please do not hesitate to ask him what the new total will be.

Once the procedure is finished and your pet has entered into recovery Dr. Tom or one of his technicians will contact you to give you an update on how the procedure went and a good time for you to come and take your pet home. Most pets are able to go home the same day, however in special cases where the procedure may be more invasive than others, some pets may need to spend the night with us. If that is the case Dr. Tom will discuss pickup arrangements for the next day with you. When you pick your pet up we will provide you with images of what Dr. Tom found in your pet's mouth as well as detailed go home instructions. If any medication is needed after their procedure it will be given to you, along with instructions for administering, at the time of checkout. Dr. Tom is not always available to ask questions of upon pickup due to his surgery schedule, however if you would like to speak with him please let the staff know and we can do our best to pull him aside for you. Payment is due at the time of checkout, however we do understand that dental work for your pet may not always be a planned for expense. To help make payment a little easier we offer the option of Care Credit. Care Credit is a medical expense only credit card. Currently we are offering 6 months interest free through them to help with your expense. You can apply online prior to your visit or while you are waiting to pick up your pet. The application process takes about 10 minutes and less than 30 seconds to find out if you are approved. Upon being approved you will be given a card number that you may use at checkout. You do not need the physical card to pay.

We would like to thank you for trusting your four legged family member's oral health to us. We will take care of them as if they were our own. If you have any questions before, during, or after the procedure please do not hesitate to call us. We are here to help!