



East Hilliard VETERINARY SERVICES

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Welcome to East Hilliard Veterinary Services! All of the staff understand how nerve wracking 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 his team, 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 you to withhold all food after midnight the night before your visit. Although food is not allowed, water is just fine up until the time of procedure.

We ask that you try to arrive a few minutes early to allow time to fill out a brief form, or you can print it off ahead and either bring it with you or email it to us. After you have completed the form, we will enter all your information into the system and one of our technicians will be out to escort you to an exam room. During your consultation appointment, Dr. Tom, Dr. Dave or Dr. Lane will gather a little history on your pet and evaluate what has brought you in to visit us. After the evaluation, your doctor will put together a plan of treatment and itemized estimate of the procedure needing done. **Keep in mind that although the doctor has evaluated your 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 want 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 was prepared home and call back to schedule a procedure at a later date. Once you have consented to moving forward with procedure and signed your estimate, we will walk, or carry, your pet back to our treatment area. If any pre anesthetic bloodwork or other medical testing is needed we will perform that at this time. Bloodwork is done in-house and generally takes 15-20 minutes to generate results.

While waiting for their procedure your pets are kept in kennels in which we have placed a plush kennel pad and blanket. If your pet has any anxiety or fears of being crated or of other pets, please let us know so that we can assure they are as comfortable as possible. While pets are kenneled, they are monitored and taken on walks by our staff. Once lab work results are in the doctor can okay your pet for procedure. We know that you are anxious to know how your pet is doing and want to pick them up as soon as possible. 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 and team have completed all consultations for the morning, they assess each pet, their condition and any owner requests to determine the schedule for the day. It is always possible the 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 that event, 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 a technician. The monitors track their IV fluids, pain meds, blood pressure, and EKG. The next step is taking oral X-Rays. After X-Rays have been taken, Dr. Tom and his team will evaluate them and make the final plan for the procedure. At this time, the technician will do a light cleaning of the teeth if it is needed. After the procedure has begun, if the Dr. Tom, Dr. Dave or Dr. Lane find anything additional that needs to be addressed that you were not made aware of in your consultation they will get in touch with you through either phone, text, or email. (Please let us know your preferred method of communication prior to leaving that morning) Although the doctor may know what else may need to be done to ensure the best health for your pet, he may not know the cost increase at this point. Please don't hesitate to ask what the estimated new total will be if you are concerned.

Once procedure is finished and your pet enters recovery, Dr. Tom or one of his team will contact you to give you an update on how the procedure went and a good time to pick up your pet. Most pets are able to go home the same day, however in special cases where the procedure may have been more invasive than others the pet may need to stay over night with us. If that is the case, the doctor will discuss pickup arrangements for the next day with you. At pick up, we will provide you with images of what the doctor found in your pet's mouth as well as detailed go home instructions. If any medication is needed after procedure, it will be dispensed along with instructions for administering. The doctors are not always available to answer questions at pick up due to their surgery schedules, however if you have concerns and would like to speak with one of them, please let the staff know and we will do our best to pull them aside for you.

Payment is due at the time of checkout, however we do understand that dental work for your pet may not be a planned expense. To help with that, we do accept Care Credit and offer 6 months interest free for anything over \$200 at this time. Care Credit is a medical expense only credit card that can be applied for online. The application process takes about 10 minutes and approval decisions only take moments. Upon approval, you will be given a card number that you can use same day. You do not need the physical card to pay.

We here at East Hilliard Veterinary Services 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!