



# What to Expect: Dentistry & Oral Surgery

## EVALUATION APPOINTMENT INFORMATION & GUIDELINES

### INITIAL APPOINTMENT INFORMATION

A consultation is required for the planning of any treatment. To make the most out of your first visit, please make sure that we have received all the required referral documents. During the consultation appointment we will perform a thorough oral assessment, a general physical examination and review the medical record to determine the best treatment plan for your pet.

Arrive early to allow your pet to walk outside the hospital and become more relaxed and comfortable with the unfamiliar environment. Upon your first arrival at the UTCVM Small Animal Hospital, check in at the front desk and one of the Dentistry and Oral Surgery Service team members will meet you there. The consultation appointment takes approximately 1 hour.

An additional visit will be scheduled if further treatments or procedures are necessary. For your pet's comfort and safety, our team of boarded anesthesiologists will provide general anesthesia for all procedures requiring cleaning, radiographs or surgical intervention.

### PROCEDURE DAY INFORMATION

On the procedure day, please arrive at the Small Animal Hospital front desk by 7:30 a.m. A deposit will be collected prior to the procedure. A Dentistry and Oral Surgery team member will provide you with the estimated procedure schedule and the discharge time. Normally, our patients are able to go home between 3:30-4:30 p.m. the day of the procedure, however, in some cases we offer an overnight observation to make sure your pet is comfortable, pain-free, and supply all the necessary medications to take home. The clinician or technician will review the discharge instructions that explain the procedure and postoperative care. Follow-up care will also be discussed. We will then guide you to the front desk to finalize your bill and schedule a follow-up appointment if needed.

### COMMUNICATIONS

We will need to know the optimal way to contact you during the time your pet is at the veterinary medical center and for follow-up recommendations. To optimize communication pathways, our outgoing call numbers are typically blocked, so you will need to be able to be reached at a phone that accepts blocked calls.

All information from your pet's visit with the Dentistry and Oral Surgery Service at UTCVM Veterinary Medical Center is shared with your primary veterinarian. Please ensure that we have the correct information regarding your pet's primary and referring veterinarians.

### FINANCIAL POLICY

The financial policy of the hospital requires full payment for entire bill when your pet is discharged from the hospital. If your pet stays overnight, you will be required to submit half of the total expected cost as a deposit. We accept major credit cards, Care Credit, cash or checks as forms of payment.

### AGGRESSIVE ANIMALS

Aggressive animals needing medical or surgical care may be seen on a case-by-case basis and only with the approval of the clinician in charge. Because appointments with aggressive animals must be coordinated with our Behavior Service, consultation with the service chief and your veterinarian is required. An additional professional fee will be applied for animals requiring assistance from the Behavior Service.

### CANCELLATION POLICY

Missed appointments are inconvenient to our current and future patients. Please call us (865-974-8387) at least 24 hours in advance if you are unable to make your scheduled appointment. **UTCVM is located in the Eastern Time Zone.**

**DENTISTRY & ORAL SURGERY PRE-APPOINTMENT CHECKLIST**

- Please have your primary veterinarian forward vaccination history to UTCVM **prior** to your appointment. Vaccinations must be up to date prior to the appointment unless there is a specific medical reason that your pet cannot be vaccinated.
- For the **initial** visit, you may feed your pet as usual. Withhold food after midnight the night before the **procedure** appointment unless otherwise indicated by your veterinarian (e.g., pets with low blood sugar). Water can be given up to the time of appointment.
- If your pet is diabetic, specific instructions will be provided at the initial appointment.
- Bring all the medications your pet is currently taking to the appointment.
- Give the morning medication as usual (if needed, a small amount of food can be used to administer medication).
- Bring copies of pertinent lab test results, medical records, and all radiographs (films) from **your current and previous veterinarians, including specialists**, to the initial appointment, or have your veterinarian(s) send them prior to the appointment. Digital images may be emailed to [vetclientservices@utk.edu](mailto:vetclientservices@utk.edu).
- If you have any pet insurance you want us to file, please bring the forms with you.

**\*\*Please note that all pets should be brought to the Veterinary Medical Center on a leash or in a pet carrier.\*\***

*Thank you for choosing UTCVM Veterinary Medical Center for your pet's care. We look forward to meeting you!*