From: Bob Lester
To: Doctors - PDs - All; Practice Managers - All
Cc: WellHaven Campus; Kara Burns
Subject: FW: Additional dental quarter resources for hospital leaders and teams
Date: Monday, February 17, 2025 3:41:35 PM
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Good afternoon, Hospital Leaders.

Happy Monday! How is dental quarter going? I'm seeing lots of dental procedures scheduled. Great work! We have several more tools to assist you and your team in providing great dental care. Attached is a PowerPoint with voice over from our own Jessica Geiger, CVT, LVT discussing anesthesia for your teams review The Basics of Anesthesia.pptx.

Also, mark your calendars for a webinar from the amazing Kara M. Burns, MS, MEd, LVT, VTS (Nutrition). Lastly, don't forget about the Q1 dental promotion (details follow).

Subject: **Dental Education Webinar with Kara Burns**
Successful Dental Homecare: Selecting the Appropriate Regimen for Clients and Patients
Thursday, March 20th
5:00 PM PT
Live on Zoom/Teams [Insert Link]

Why Attend?
Periodontal disease is one of the most common and serious conditions affecting adult dogs and cats. Without proper treatment and homecare, it can lead to pain, discomfort, and systemic health issues.
This webinar will provide veterinary professionals and teams with the tools to develop an effective dental homecare regimen, ensuring pets receive the best comprehensive oral health and treatment (COHAT).

What You'll Learn:
✅ **The pathophysiology of periodontal disease** – why it happens and how it progresses
✅ **How to create an effective homecare plan** that clients can realistically follow
✅ **The role of the entire veterinary team** (especially vet techs) in dental care
✅ **Best practices for educating pet owners** on oral health and homecare routines

🧑‍🏫 **Meet the Speaker: Kara Burns**
Kara Burns, a leading expert in **veterinary dentistry and team-based care**, will share **actionable insights** to help your team implement **successful dental homecare programs** for clients and patients.

Don't Miss Out!

This session is **highly recommended for veterinarians, vet techs, and hospital teams** looking to enhance their **dental care protocols**.

RSVP Today & Share with Your Team!

Join the meeting now

Q1 Dental Promotion

How to Complete the Care Companion Plan Enrollment Promotion

- A promotional coupon in the amount of -$100 has already been created for your hospital as a procedure item. Please do not alter this coupon as it was created so we can review the impact on Care Companion Plan enrollments for the specific promotion. This coupon is listed in your hospital Pulse as "$100 Off Dental Care Companion Plan" or item #5900-0005.
- This discount is not combinable with any other offers and is valid for a waived enrollment fee of $75 and the remaining balance will be applied toward the first monthly wellness plan payment.
- Discuss with the client which plan is appropriate for their pet
- Order up the plan from the medical record as usual
- Go into the "Wellness Plan Screen" and apply the enrollment fee to the invoice
- Add the first monthly wellness plan payment amount as you usually would.
- Start Quick Invoice and order up the promotion coupon #5900-0005
- Receive payment on the invoice as usual for the remainder of the first-month payment and any additional costs. Then go into the wellness plan screen and set up the wellness plan payments as usual with 11 payments.

How to Redeem the $50 Off a Dental Cleaning Coupon

- This discount is not combinable with any other offers or discounts
- A coupon in the amount of $-50 has been created for your team as procedure item #5900-0006, "$50 Off Dental Cleaning" please do not alter this coupon
- Order up the appropriate retail services including the dental cleaning
- Order code 5900-0006 $50 discount and apply to invoice.

Additional Information

It is very important the enrollment fee is applied to every new Care Companion Plan enrollment.

Please do not alter or change the coupons in Pulse, we must have this for sales reporting

purposes.
If you run into a concern from a client who recently enrolled their pet on one plan, you can offer to waive their next scheduled Care Companion Plan payment as a client service gesture. To do so please apply the payment to the invoice and “write off” the balance.
If you have any additional questions, please reach out to Emily.neiger@wellhaven.com.

Have fun! Good dental care helps pets live longer and healthier lives. Educate your clients on the value of CCPs. Remember, dental health is a year-round concern.

Thanks for all you do.

Bob

Bob Lester, DVM
Chief Medical Officer, Co-Founder, Board of Directors
bob.lesterdvm@wellhaven.com
(865) 585-0897
700 Washington St., Suite 401
Vancouver, WA 98660

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