



SAVDOS CONTRACT OF SERVICES

Please share this document with all doctors, technicians, and practice managers who utilize SAVDOS services as it contains important guidelines.

Scheduling

Before booking any procedure, please email patient information (age, weight, breed), history (complaints and clinical signs), physical exam findings, and relevant medical records to info@savdos.com. Imaging and clinical pictures (if you have any) must also be submitted by email beforehand. You can use cloud-based storage (e.g., Dropbox, OneDrive) or dedicated file transfer services (e.g., WeTransfer, Filemail) to share large files such as CT results. Dr. Bilgic will review the case to determine the most appropriate procedure and provide a cost estimate.

If desired, an in-clinic consultation with Dr. Bilgic can be arranged by calling **726-253-5258**. Patient information, history, and physical exam findings are still required by email prior to consultation. Please check the current SAVDOS Price List for consultation fee.

Once you receive an estimate for the patient, please contact SAVDOS at **726-253-5258** to schedule patient's procedure. Procedures are scheduled Monday through Friday at **9:00 AM** and **1:00 PM**. Please inform us about your preferred day and time for the procedure when you are making the appointment.

Your hospital will receive a confirmation call the day before surgery. During this call, we will confirm patient and procedure details and remind staff about the required SAVDOS online release form that client must complete prior to surgery.

SAVDOS Procedure Times

Our dental/surgical procedure start times are **9:00 AM** and **1:00 PM**. Patient drop-off must occur between **7:30–8:00 AM**. All dental/surgical patients should be dropped off between **7:30–8:00 AM**, even if their procedure is scheduled later in the day, as procedure time may change due to cancellations.

A **9:00 AM** procedure requires a veterinarian to be present at **8:30 AM**, and a **1:00 PM** procedure requires a veterinarian to be present at **12:30 PM** to allow time for premedication, meaning premedication should occur **30 minutes** before the scheduled procedure. Anesthetic induction should be done at **9:00 AM** or **1:00 PM** depending on the scheduled time. This timeline is applicable to SAVDOS procedures that are scheduled as sole procedure (no dental cleaning on that day).

If a patient requires dental cleaning (and dental radiographs) prior to **multiple extractions** and/or **periodontal surgical** procedure, anesthetize patient and complete dental cleaning (and dental radiographs) by **9:00 AM** or **1:00 PM**.

Morning procedures may occasionally be canceled or conclude ahead of schedule, in which case Dr. Bilgic may contact you to move your **1:00 PM** appointment to an earlier time. Conversely, if a morning procedure runs late, he may contact you to adjust the premedication and anesthesia induction times for the **1:00 PM** procedure. If you do not hear from Dr. Bilgic regarding a change, please adhere to the established schedule (**12:30 PM** premedication and **1:00 PM** anesthesia induction). If the afternoon procedure requires dental cleaning prior to SAVDOS extractions or periodontal surgery, please complete the cleaning and dental radiographs between **12:00 PM** and **1:00 PM**. Should Dr. Bilgic contact you to reschedule the afternoon procedure, he will provide updated times for premedication, anesthesia, and dental cleaning.

Your veterinarian must be present in the facility throughout the entire anesthetic event to ensure safety, continuous monitoring, and prompt emergency intervention if required.

Please remind owners of appropriate drop-off times and ensure your doctors arrive early enough to complete all pre-surgical steps, dental cleaning and dental radiographs so Dr. Bilgic stays on schedule.

Only exodontic procedures (e.g., full-mouth extraction, multiple extractions, root tip extractions) and/or periodontal procedures (e.g., open flap debridement, guided bone regeneration) can be scheduled with dental cleaning. Advanced SAVDOS procedures (e.g., root canal treatment, orthodontic intervention) should be scheduled separately from dental cleaning (and dental radiographs) on a different day as these procedures may take longer and dental cleaning adds more time on patient's anesthetic event. There will be some exceptions to this where a patient will require dental cleaning prior to these advanced procedures. Dr. Bilgic will work with you on these patients and let you know if the procedure can be scheduled with

dental cleaning. In cases where an advanced procedure can be scheduled with dental cleaning, the referring hospital should complete the cleaning (and dental radiographs) by **9:00 AM** or **1:00 PM**.

As dental radiographs are standard of care in veterinary dentistry and oral surgery, we require referring hospitals to perform dental radiographs before our arrival if they have dental radiographs available in their facilities. Dr. Bilgic will review dental radiographs upon arrival and check their diagnostic quality. If dental radiographs performed by the hospital are not of good diagnostic quality, Dr. Bilgic will retake them using the hospital's dental radiography equipment at no additional cost.

If referring hospitals do not have dental radiography available to them at their facilities, Dr. Bilgic will use his own equipment to obtain dental radiographs at an additional charge. Dental and oral surgical procedures cannot be performed reliably without dental radiographs; therefore, this additional charge should be communicated to the owner by the referring hospitals. Please check current SAVDOS prices for dental radiographs.

If your hospital's phone lines do not open until **8:00 AM** or are frequently busy during morning hours, please provide SAVDOS with an **alternate phone number** so Dr. Bilgic can reach you if he needs to contact you. The same applies if your clinic closes for lunch or meetings—please plan ahead and give us an alternate means of contact.

Concurrent Procedures

Most clients bring their pets in for dental **cleaning (scaling, polishing, etc.)**. This is to be provided by referring hospital. Dental cleaning can be done prior to a SAVDOS procedure only if the SAVDOS procedure is an exodontic procedure (e.g., full-mouth extraction, multiple extractions, root tip extractions) and/or periodontal procedure (e.g., open flap debridement, guided bone regeneration). If the planned SAVDOS procedure is an advanced procedure (e.g., root canal treatment, vital pulpotomy, palate surgery, salivary gland surgery, maxillectomy/mandibulectomy, jaw fracture repair), SAVDOS procedure must be scheduled as a sole procedure for that patient and any other procedure (e.g., dental cleaning, mass removal, eyelid surgery) must be performed at another time. There must be at least one week between any other anesthetic procedure and SAVDOS procedure.

As mentioned earlier, there will be some exceptions to this where a patient will require dental cleaning prior to an advanced SAVDOS procedure. Dr. Bilgic will work with you on these patients and let you know if the procedure can be scheduled with dental cleaning.

Estimates

Cost estimates are emailed after a complete case submission has been reviewed. When preparing estimates for clients, please ensure your hospital includes all fees associated with the patient's dental/surgical care.

Please account for:

- SAVDOS dental/surgical fees (quoted as a range)
- Dental cleaning and dental radiographs fees
- General anesthesia induction and maintenance fee
- IV catheter placement and fluids for all procedures
- Skull radiographs and laboratory costs (biopsy, C&S, bloodwork) when relevant
- Hospitalization, injectable medications, and take-home medications
- Overnight hospitalization or boarding if needed

Intraoperative Estimate Adjustments

Despite our best efforts, **the extent of oral and dental diseases cannot be exactly determined during an awake patient exam.** While an orthopedic condition such as a bone fracture and type of fracture can readily be seen on radiographs, this works differently for oral and dental diseases. First of all, skull radiographs are of limited value for evaluating individual teeth, periodontal disease, and many jaw fractures in dogs and cats because of several anatomical and imaging limitations inherent to standard skull radiography. The biggest problem with skull radiographs is **superimposition of structures.** This means teeth overlap with other teeth, tooth roots overlap with alveolar bone, nasal cavity, sinuses, and other structures on the opposite side of the face, which makes interpretation and drawing conclusions very challenging. **Periodontal pathology is often subtle, and high spatial resolution is required to detect periodontal bone loss.** Skull radiographs have lower resolution than intraoral dental radiographs and cannot reliably show early to moderate bone loss. By the time periodontal disease is visible on skull radiographs, it is usually severe and advanced. Similarly, **skull radiographs frequently underestimate or miss jaw fractures** such as alveolar fractures involving a few teeth, or fractures aligned with the x-ray beam. Intraoral radiographs are needed to better understand skull fractures. In complicated fractures we may need a CT scan with 3D reconstruction of the patient's skull to better plan the treatment. Examination under anesthesia and intraoral radiographs may show more (hidden) pathology. Therefore, **estimates for dental surgical procedures tend to change a lot more compared to orthopedic and soft tissue surgical**

procedures. If any intraoperative change happens (e.g., more extractions needed than seen during awake exam, a dentigerous cyst needing treatment), patient's estimate will need to be adjusted and communicated to the owner to get approval for the new treatments needed.

SAVDOS Surgical Release Forms

SAVDOS-specific release form is available at <https://www.savdos.com>. This must be completed in addition to your hospital's standard consent forms. Surgery will not proceed without a properly signed SAVDOS release. **Please have your client complete this release form online and submit it at least 24 hours before the procedure.**

Preanesthetic Tests and Cancellation

All **in-house preanesthetic testing** must be performed at least **3 days prior** to the date of dental procedure (unless it is an emergency). If you are sending your bloodwork to an external laboratory, please submit samples **at least 5 days prior to surgery** (assuming your external laboratory turn-around time is 24-48 hours). This will provide ample time for the primary care veterinarian to adjust anesthetic protocol accordingly. If the client declines bloodwork, please notify us, however, SAVDOS may cancel the procedure depending on the situation, and assign that time to a different case.

To ensure patient safety, certain cases may require advanced diagnostics (such as echocardiogram or bile acid testing) to confirm pre-operative stability for general anesthesia. If these tests indicate a need to postpone, the scheduled dental procedure must be cancelled, and SAVDOS must be notified of this cancellation no less than 24 hours prior to the scheduled surgical time. **Our requirement upon arrival at your facility is to proceed with a patient who has already been confirmed by your veterinarian as fit for general anesthesia.** Please be advised that failure to notify us of a known health issue resulting in a **last-minute cancellation will incur a \$500 cancellation fee.**

If a patient has undergone a dental or surgical procedure under general anesthesia within the past two months with no complications, the SAVDOS procedure may be scheduled at least one week following that event. If more than two months have elapsed since the last bloodwork, new preanesthetic testing is required. Dr. Bilgic will still need to see the history, preanesthetic test results and surgical notes for that patient prior to the SAVDOS procedure, so please email them to info@savdos.com at least 2 days prior.

Cancellation Policy & Deposits

SAVDOS enforces a \$500 cancellation fee for all dental/surgical procedures canceled with **less than 24 hours' notice**. Because short-notice cancellations generally prevent us from reallocating that specialized time slot to another patient, this results in the loss of an entire scheduled procedure.

To ensure efficiency and avoid difficulties in collecting cancellation fees from clients, **we strongly recommend that hospitals secure a \$500 non-refundable deposit at the time of scheduling, ideally when pre-surgical bloodwork is performed**. Should the dental/surgical procedure proceed as scheduled, this deposit may be applied toward the total cost of the procedure.

Payment to SAVDOS

Payment for dental and surgical services provided by SAVDOS is required within 15 days of the billing date. At this time, SAVDOS accepts check payments only. Please make checks payable to Firvasa LLC, and remit to:

SAVDOS
PO Box 591337
San Antonio, TX 78259

Services and Materials

SAVDOS provides all dental and maxillofacial surgical equipment, implants, instruments, and other items necessary for the procedure.

Your clinic is expected to provide:

- Anesthetic agents, machines, and monitoring equipment (minimum: ECG/HR, RR, SpO₂, indirect BP, temperature)
- An anesthesia-trained technician for anesthesia monitoring and recovery
- Emergency drugs calculated and readily accessible
- Patient warming equipment (e.g., Gaymar T-Pump, Bair Hugger)
- IV pole, pump, fluids, lines, and catheter
- A sterile general surgery pack (sterilized within the past 14 days)
- Clippers with a clean #40 blade and coolant
- Vacuum
- Chlorhexidine scrub and solution

- Pre- and post-operative medications
 - Radiology for pre- and post-operative imaging
 - Hard plastic e-collars
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Post-Operative Client Communication

After surgery, Dr. Bilgic will contact the client directly to discuss the procedure, expected recovery, potential complications, and follow-up instructions. He will also email the surgical report, invoice, and discharge instructions to your hospital. Please ensure we have all appropriate email addresses on file.

Surgical Release Form, Discharge Instructions, and SAVDOS Prices

These materials are available at <https://savdos.com/forms>.

Please ensure the owner has the online SAVDOS surgical release form accurately completed and submitted at least 24 hours prior to the scheduled procedure. SAVDOS will not perform the procedure without an owner-signed release form on file and reserves the right to cancel and reschedule the procedure if these forms are not finalized upon arrival.

For any questions or concerns, please contact us at **726-253-5258** or **info@savdos.com**.

Please sign below to confirm that you understand and acknowledge the protocols and responsibilities described above.

Name: _____

Title: _____

Signature: _____

Date: _____