

# DENTAL CARE: VETERINARY TEAM ROLES AND RESPONSIBILITIES



## VETERINARIANS

- Perform patient examination
- Diagnose and treat periodontal disease.
- Perform oral surgery and extractions.
- Provide an appropriate level of oversight and supervision in the dental suite.\*
- Administer, coordinate, and supervise client education.



## PRACTICE MANAGERS

- Support the training and education of veterinary technicians to assume a larger and appropriate role in dental practice.
- Support and encourage basic and advanced continuing education in dentistry and anesthesia for all team members.
- Ensure veterinarians, credentialed technicians, and assistants are performing tasks appropriate to their skill level and their state/provincial veterinary practice act.
- Maintain an adequate supply of materials required to perform dental procedures and educate clients.
- Plan team meetings for training and motivation.



## CREDENTIALLED TECHNICIANS

- Obtain a patient medical and dental history.
- Before the procedure, explain to the client the dental procedure indicated.
- Perform a conscious and anesthetized initial oral exam and dictate charting to a veterinary assistant.
- Assist in the administration of anesthetics, sedatives, and analgesics.\*
- Take diagnostic radiographs.
- Perform cleaning procedures.
- Place regional blocks, if indicated.\*
- At the time of discharge, explain to the client the procedures and treatments performed.
- Answer client questions.
- Translate veterinary diagnoses into lay terms.
- Reassure the client by demonstrating expertise in dentistry.
- Educate the client on how to provide quality home oral hygiene.
- Follow up with the client after discharge to check the pet's status.



## VETERINARY ASSISTANTS

- Act as an assistant to the credentialed veterinary technician.
- If the practice does not have a credentialed veterinary technician, then the assistant may be involved to the level that the veterinarian deems appropriate.\*



## CLIENT SERVICE REPRESENTATIVES

- Answer client questions or find an appropriate team member to do so.
- Give clients relevant printed or online information at discharge and collect payment
- Review procedures that were performed, and explain the value of regular dental care.
- Schedule a follow-up appointment at discharge.
- Send reminders at appropriate times using the client's preferred communication method (text, email, telephone, or mail).

\*in accordance with the state/provincial veterinary practice act.



Learn more about the *2019 AAHA Dental Care Guidelines for Dogs and Cats* and find valuable materials and resources for your staff and clients at [aaha.org/dentistry](http://aaha.org/dentistry). These guidelines were supported by generous educational grants from Boehringer Ingelheim Animal Health USA Inc., CareCredit, Hill's® Pet Nutrition Inc., and Midmark.