



FREQUENTLY ASKED QUESTIONS

K9 Smiles is an early warning dental test for dogs. We test for 3 pathogenic forms of oral bacteria known to cause periodontal disease. These bacteria are also associated with systemic illnesses such as heart, kidney and liver disease. We have been helping thousands of medical and dental professionals use salivary diagnostics on humans for over 8 years – This is now available for your pet!

Q: How does the testing process work?

A: Our collection kit provides a simple oral swab to collect a sample, and a vial with preservative for transport. Our laboratory uses advanced DNA technology to identify and quantify three forms of harmful bacteria known as Porphyromonas gulae. The sample collected from your dog's gumline is highly accurate and can provide information about risk at an early stage. This gives you the chance to proactively seek the right care for your dog.

Q: When should I test?

A: About 80% of dogs are estimated to have periodontal disease by age 3. It is most treatable at an early stage. We recommend testing beginning at 6 months to determine if your dog has emerging bacteria growth, and thereafter on an annual basis.

Q: How do I order a K9 Smiles™ test?

A: There are two ways to order:

- **At Your Veterinarian's Office:** K9 Smiles™ can be ordered through your veterinary professional who will collect a sample during an office visit or provide pet owners with a collection kit to collect at home.
- **Direct at Home:** K9 Smiles™ can be ordered directly at www.k9smiles.com. A collection kit will be mailed to you. You then collect the sample and return it to us in the prepaid mailer.

Q: How do I pay for K9 Smiles™ tests?

A: Professionals set up an account and place a credit card on file. This is charged as samples are submitted.

Single tests can be paid with a credit card if ordering online.

Q: How do I get a collection kit?

A: Collection kits are provided at no upfront charge to registered professionals when setting up an account.

Collection kits are mailed to pet owners when the test is ordered and paid.

Q: Is shipping and handling included?

A: Yes, shipping and handling is included in the price of the K9 Smiles™ test.

Q: How will my dog's results be given to me?

A: Your dog's results will be e-mailed in an easy to read report that you can share with your veterinarian.

Q: What do I do with my test result?

A: We encourage you to discuss your dog's results with your veterinarian and have regular professional examinations. Your veterinarian can use the results to recommend appropriate care.

If you or your veterinary professional have any questions, contact us today.