

Behavioral Medicine Clinic
The Ohio State University College of Veterinary Medicine
601 Vernon L. Tharp Street
Columbus, Ohio 43210
614-292-3551
BehaviorMedicine@cvm.osu.edu

Thank you for inquiring about the Behavioral Medicine Clinic. We are experienced in addressing the behavior problems of dogs and cats and the concerns of their families. The goal of a behavior appointment is to help you understand your pet's behavior and to help you and your pet live together more comfortably and safely.

Scheduling a behavior appointment:

You can schedule an appointment by calling the client line at 614-292-3551. Afternoon, evening, and Saturday appointment hours are available to accommodate most schedules. An initial appointment for a dog usually lasts 2 to 3 hours, for a cat, 1 to 2 hours. If two or more pets are involved, or if the behavior problem is complicated, it is likely to last longer.

Our services: the appointment package:

- Before your appointment, Dr. Herron will review the behavioral history form completed by you, and your pet's medical record, which we ask that you request be sent from your regular veterinarian.
- At your appointment, Dr. Herron will spend time with you and your family, getting further information to help refine the treatment plan and tailor it to your family and your pet. During this time, she will also observe your pet to gain a more accurate impression of his behavior problem. Once she has a clear picture of the problem, she will discuss diagnosis and prognosis, as well as safety, management, and behavior modification. In some cases Dr. Herron may recommend medication to augment your pet's training regimen.
- A physical exam will be done on your pet whenever possible, and any medical problems that may be contributing to his/her behavior problem will be discussed with you.
- You will be provided with a detailed written summary of the diagnosis, behavior modification, training, and management plan of your pet's behavior problem. A copy of the summary will be faxed to your primary care veterinarian.
- Three months of unlimited email access to Dr. Herron are provided. For clients who prefer telephone communication, phone calls can also be arranged as part of your behavior appointment package. These can be scheduled during the week as time allows.
- After your appointment we encourage you to call or email if you have any questions or concerns regarding your pets' treatment plan. If Dr. Herron determines a more extensive discussion is needed, an in-person recheck appointment may be recommended either during or near the end of your follow-up period.

- If medication is prescribed at your pet's appointment, Dr. Herron will continue to prescribe refills for up to 6 months after your appointment, depending on your pet's needs. After that time period a recheck appointment is necessary for prescription renewal. This policy assures that your pet will be given the best care possible. You also have the option of having your primary care veterinarian take over prescription responsibilities. Please alert Dr. Herron of prescription refill needs at least 7 days in advance to ensure that there will be no gaps in your pet's medication regimen.

Before your appointment:

We request that you complete our behavioral history questionnaire with as much detail as possible. It's helpful to have information from more than one household member, since different people may have different experiences with the pet. The form should be returned **AT LEAST 3 DAYS** before your appointment either by email

(BehaviorMedicine@cvm.osu.edu), fax (614-292-1454) or mail (see heading address).

Having this form before your appointment is very important - You will receive a \$20 discount for returning your form on time.

Please consider bringing as many members of your household to the appointment as possible, so that they can hear the doctor's information and recommendations for themselves, and ask any questions they may have.

Please speak to your local veterinarian and ask that they fax your pet's medical records to Dr. Herron at 614-292-1454, or that they give you a copy to bring with you to your appointment.

At your appointment:

During the appointment, no one will do anything to provoke or frighten your pet; it is not necessary for us to observe aggressive behavior in order to understand the problem. We will supply toys and treats, where appropriate, for your pet, and you are welcome to bring his/her favorites from home. We will try to accommodate treats to special diets when necessary. There may be veterinary students observing your and they will participate in the interview portion.

*****A special note for owners of aggressive dogs*****

For your safety and the safety of the other pets and owners in the lobby waiting area, please do not bring your dog into the hospital lobby without the assistance of a hospital staff member. Please arrange to have a friend or family member remain in the car or outside of the hospital with your dog while you enter the lobby for registration. If it is not possible or safe for you to leave your dog with someone else for these initial 5-10 minutes, please call us at 215-292-3551 when you arrive so that arrangements can be made to escort you and your pet into the exam room. Thank you for your cooperation – we want the appointment to be as stress-free as possible for your pet!

****A special note for owners bringing dogs who are fighting with each other (inter-dog aggression)****

For your safety and the safety of your dogs please have 1 adult per dog in attendance so that each dog may be appropriately managed during the appointment.

We welcome the opportunity to meet you and your pet, and to help you understand his/her behavior and improve your life together! Please email the Behavioral Medicine Clinic at BehaviorMedicine@cvm.osu.edu if you have questions about the clinic or your upcoming appointment. Please note that behavioral advice cannot be given via email before your appointment as a doctor-patient relationship must first be established.

Behavior appointment fees:

Dogs: \$370 for up to 3 hours; over 3 hours, \$100/ additional hour. *(fee reduced to \$350 if behavioral history form is returned 3 days prior to appointment)*

Cats: \$245 for up to 2 hours; over 2 hours, \$100/additional hour. *(fee reduced to \$225 if behavioral history forms are returned 3 days prior to appointment)*

Recheck appointments

- **In Person:** \$55/30 minutes (includes 3-month renewal of phone or email follow-up)
- **By Phone beyond the 3 month follow-up period:** \$40 for up to 30 minutes.

Additional follow up (beyond 3 months included with each in person appointment)

- 3 months of unlimited email follow-up can be purchased for \$110*
- A package 3 phone call rechecks can be purchased for \$110*

*Please note that any major changes to the training or medication plan beyond the 3 month period following any appointment must be addressed through an in person recheck or through your local veterinarian.

Additional costs may include laboratory tests; medications supplied by our pharmacy; training aids such as collars, harnesses, clickers, books; consultations with other services if needed. These fees will be discussed before any services are performed or medications or other materials are ordered for your pet.