Behavioral Medicine New Client Information

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.

Our services: the appointment package

- We require that you complete a behavioral history form and that your veterinarian send your pet's medical record to us in advance. A clinician will review these before your appointment.

- At your appointment, your clinician will gather further details in order to refine the treatment plan and tailor it to your family and your pet. 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, your clinician may recommend medication to augment your pet's training regimen.

- A physical exam will be done on your pet whenever possible. Any medical problems that may be contributing to their 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 for your pet's behavior problem. A copy will be faxed to your primary care veterinarian.

- We can make treatment plan changes (including medications, training and management) for up to three months after your appointment. We request that you contact us by e-mail with an update at 10 days, 30 days, and 75 days after your appointment; we will reply to email or phone concerns about your pets management within 48-72 hours.

- After three months any changes will need to be assessed at a recheck appointment. If no changes are necessary, we can continue to refill medications for up to six months following your appointment. A recheck appointment is necessary for prescription renewal after six months. This ensures that your pet will be given the best care possible. You have the option of having your primary care veterinarian take over prescription responsibilities.

- Please alert your clinician by email when you are in need of refills. We will arrange for refills within 72 hours. Because most pharmacies require 48 hours to process refills, please contact your clinician 5-7 days in advance to ensure there will be no gaps in your pet's medication regimen.

Scheduling a behavior appointment

You can schedule an appointment by calling the client line at 614-292-4655. Appointments are during normal business hours; a limited number of Saturday appointments are sometimes available. An initial appointment usually lasts one to two hours. If two or more pets are involved, or if the behavior problem is complicated, the appointment is likely to last longer.

Please complete our registration and consent form, and the behavioral history questionnaire with as much detail possible about what your pet is doing. It's helpful to have information from more than one household member because different people may have different experiences with the pet.

The forms should be returned either by email (OSUVET.BehaviorMedicine@osu.edu) or fax (614-292-1454).

Please speak to your local veterinarian and ask them to send your pet's medical records to the Behavioral Medicine Clinic by fax at 614-292-1454, ATTN: Behavior, or by email: OSUVET.BehaviorMedicine@osu.edu.
At your appointment

Please bring as many responsible parties to the appointment as possible, so that they can hear the clinician’s diagnosis and recommendations, and ask any questions they may have. Please ask ahead of time if it is appropriate for your children to attend.

Please do not bring your dog into the hospital lobby. Please park in the large animal hospital parking lot and call the lobby liaison at 614-292-9998 when you arrive, or arrange to have a friend or family member remain in the car with your dog while you enter the lobby for registration. This is for the safety and comfort of you and your pet, as well as other pets and clients in the lobby waiting area. Thank you for your cooperation – we want the appointment to be as stress-free as possible for your pet!

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 their favorite treats from home. We will try to accommodate special diets when necessary.

There may be veterinary students observing and they will participate in the interview.

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, we require that you please have one adult per dog in attendance so that each dog may be appropriately managed during the appointment.

If your dogs cannot be in the same room with each other, even on leash, please let the Behavior Service know this at the time of scheduling so we can best accommodate and care for your pets.

We welcome the opportunity to meet you and your pet, and to help you understand their behavior and improve your life together!

Please email the Behavioral Medicine Clinic (OSUVET.BehaviorMedicine@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; a doctor-patient relationship must be established first.

Behavior appointment fees

**Dogs:** $425* for up to two hours; $175 each additional hour.

**Inter-Dog Aggression between two dogs:** $600* for up to two hours; $175 for each additional hour. This includes a comprehensive evaluation for both dogs involved in the aggression issue.

If additional dogs are involved in the inter-dog aggression, a fee of $175 PER ADDITIONAL DOG is added, as well as an additional hour.

**Cats:** $280* for up to two hours; over two hours, $150 each additional hour.

*An additional fee of $25 will be assessed if a behavioral history form for each dog or cat is not returned prior to your appointment.

These are packaged fees that include the initial appointment and changes to the treatment plan for up to three months. While some pets may not require the full two hours allotted, the fee remains the same.

**Recheck appointments:** $200 for up to one hour, $200 (pro-rated) each additional hour.

(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.)