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.

Behavior consultations

• We require that you complete and submit registration forms, 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. The clinical team will also observe your pet to gain a more accurate impression of the behavior problem. Once we have a clear picture of the problem, we 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 shared with 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 60 days after your appointment; we will reply to email or phone concerns about your pets management within 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 your pet's behavioral care (medications, management, follow-up).

• 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

Once all paperwork is complete and submitted, an appointment can be scheduled by emailing OSUVET.BehaviorMedicine@osu.edu or calling 614-292-4655. Appointments are during normal business hours on weekdays. 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 by email OSUVET.BehaviorMedicine@osu.edu. Please note that we are unable to utilize .pages documents or JPEGs; only PDFs and Word documents will be accepted by email. Printed documents can be converted to a PDF file using one of the many free scanning apps available for your cell phone.
At your appointment

Regardless of vaccination status, only two adults can attend the consultation, with any other family members participating by Zoom video or telephone. All clients entering the VMC must wear a disposable surgical mask. If you need an appropriate mask, we will provide you with one. **Cloth masks are not permitted.**

Please follow the arrival instructions provided in your appointment confirmation email.

*When you arrive at our facility and park, please remain in your car with your pet.* Notify the Behavior Team of your arrival via email at OSUVET.BehaviorMedicine@osu.edu or by phone: 614-292-2404, 614-292-4655, or 614-292-3551. Someone from the Behavior Team will come to your car and escort you and your pet directly into the exam room. We will avoid the medical center lobby in order to reduce stress for your pet as much as possible.

During the appointment, no one will do anything to provoke or frighten your pet; it is not necessary for us to observe specific behaviors 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 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 before your appointment; a doctor-patient relationship must be established first.

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**Behavior appointment fees**

**Dogs:** $450 for up to two hours; $195 each additional hour.

**Inter-Dog Aggression:** $625 for up to two hours for two dogs; $195 for each additional hour or per additional dog. This includes a comprehensive evaluation of the issues involved in the aggression, but does not primarily address unrelated concerns (behavior on leash, visitors, etc.). If additional dogs are involved in the inter-dog aggression, a fee of **$195 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.

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:** $225 for up to one hour, $225 (pro-rated) each additional hour.

(Additional costs may include laboratory tests; medications supplied by our pharmacy; consultations with other services if needed. These fees will be discussed before any services are performed or medications are ordered for your pet.)