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# Behavioral Medicine New Client Information

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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**. Appointments are during normal business hours, but a limited number of evening and Saturday appointments are also 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.

## Our services: the appointment package

- We request that you complete a behavioral history form and that you ask your veterinarian to send us your pet's medical record in advance. A clinician will review these before your appointment.
- At your appointment, your clinician will spend time with you and your family to gather more information 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 60 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** to the treatment plan, including medication 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.

## Before your appointment

Please complete our behavioral history questionnaire with as much detail as possible. It's helpful to have information from more than one household member because different people may have different experiences with the pet. The form should be returned **AT LEAST THREE TO SEVEN DAYS** before your appointment, either by email ([OSUVET.BehaviorMedicine@osu.edu](mailto:OSUVET.BehaviorMedicine@osu.edu)) or fax (**614-292-1454**).

**Submitting 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 clinician's diagnosis and recommendations, and ask any questions they may have.

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](mailto:OSUVET.BehaviorMedicine@osu.edu).

### **At your appointment**

*Please do not bring your dog into the hospital lobby. Please 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, please have **one adult per dog** in attendance so that each dog may be appropriately managed during the appointment.

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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](mailto: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:** \$420 for up to two hours; \$150 each additional hour.

*(fee reduced to **\$400** if behavioral history form is returned three days prior to appointment)*

**Inter-Dog Aggression between two dogs:** \$570 for up to two hours;

For inter-dog aggression between more than two dogs, \$150 per additional dog will be added to the \$570 initial appointment fee; There is a \$150 fee per hour for additional hours.

*(fee reduced to **\$550** if behavioral history forms are completed for both/all dogs and returned three days prior to appointment)*

**Cats:** \$300 for up to two hours; over two hours, \$150 each additional hour.

*(fee reduced to **\$280** if behavioral history form is returned three days prior to 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:** \$150 for up to one hour, \$150 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.)