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# Behavioral Medicine Client Information

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The Behavioral Medicine Clinic offers services to owners of companion animals with behavioral issues, including, but not limited to, human-directed aggression, inter-pet aggression, separation anxiety, inappropriate elimination, fears, phobias, compulsive behaviors, and cognitive dysfunction. We welcome the opportunity to meet you and your pet, and to help you understand your pet's behavior so that you both can have a more comfortable, safe and enjoyable life together.

Please note that behavioral advice cannot be given before your appointment; a doctor-patient relationship must be established first.

## Appointments and Scheduling

We require that you complete and submit registration forms, a behavioral history form and that your veterinarian send your pet's entire medical record to us in advance. Patients are not put on a cancellation list or able to schedule an appointment without completed paperwork.

Questions about document submissions can be emailed to [OSUVET.BehaviorMedicine@osu.edu](mailto: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.

In order to make the most of your time with the clinician, videos you would like included in your consultation must be sent in advance for evaluation and will be reviewed by the clinician prior to the appointment. Ideally, videos will be sent directly via email. If you are unable to email, we can access direct links to iCloud, Google drive or YouTube.

Before your appointment, your clinician will review all submitted materials related to your pet's behavioral health.

- Appointments are held on weekdays during normal business hours.
- Only two adults can attend the consultation, with any additional people participating by Zoom video or telephone.
- Medical masks are encouraged upon entering the Veterinary Medical Center (VMC) for the added safety of our clients and team members, especially if you are ill or have been exposed to COVID-19 or the flu. If you are COVID positive, VMC policy requires that you remain at home.
- 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 us know this at the time of scheduling so we can best accommodate and care for your pets.



## Arrival Instructions

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, keeping them restrained on leash or contained in a carrier.
- Notify the Behavior Team of your arrival via email at [OSUVET.BehaviorMedicine@osu.edu](mailto:OSUVET.BehaviorMedicine@osu.edu) or by phone: directly at **614-292-2404** or **614-292-4655**, or via the call center at **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 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. 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.
- 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.
- Most sessions are 1 to 2 hours in length. If two or more pets are involved, or if the behavior problem is complicated, it is likely to last longer. Sessions longer than 2 hours incur additional charges.
- There may be veterinary students observing and they will participate in the interview.



## After Your Appointment

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 emailed 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 pet's management within 72 hours, excluding university holidays.
- Training/behavior modification appointments are available to patients within their follow-up periods in packages of 4 or 8, or as individual sessions.
- Please alert your Behavioral Medicine clinician by email when you are in need of refills. We will arrange for refills within 3 business days. 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.
- After three months, any changes to the treatment plan, management or email support require 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 also have the option of having your primary care veterinarian take over your pet's behavioral care (prescriptions, management and follow-up responsibilities).

### Behavior appointment fees

**Dogs:** \$460 for up to two hours; \$200 each additional hour.

**Inter-Dog Aggression:** \$635 for up to two hours for two dogs; \$200 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 **\$200 PER ADDITIONAL DOG** is added, as well as an additional hour.

**Cats:** \$290 for up to two hours; over two hours, \$155 each additional hour.

*While some pets may not require the full two hours allotted, the fee remains the same.*

**Recheck appointments:** \$230 for up to one hour, \$230 (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.)