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WHAT TO EXPECT FOLLOWING AN INITIAL BEHAVIOR CONSULTATION

Behavior Service Policies

Pet's name: _____ Owner's Name: _____ Date: _____

Directions: Please read the following and **initial** next to items as indicated stating you understand our office policies.

Your pet's journey with the Behavior Service is unique and will depend on many factors including the severity of your pet's problems and the amount of assistance you would like. The first 12 months of treatment after your initial consultation may include recheck appointments and technician appointments. Typically 2 to 6 recheck appointments are recommended during the first year. We have found that the patients who follow a regular recheck schedule in the first 12 months show the most improvement and long-term success. Some patients continue to recheck with the Behavior Service 2 to 4 times a year, long term. Other patients may transfer behavioral care back to the family DVM.

Recheck appointments are recommended 1 week later and then every 2 to 3 months for the first year of behavior therapy; these appointments allow the attending clinician to troubleshoot areas that need further improvement and make modifications to the previously prescribed recommendations.

- Recheck appointments within 6 months of last appointment \$155/50 minutes
- Recheck appointments within 12 months of last appointment \$200/50 minutes
- Recheck appointments greater than a year of last appointment \$225/50 minutes
- *Extended time over allotted appointment duration will be charged in 15 minute intervals at 40* **(initial)**

Recheck Questionnaires

Detailed completion of the recheck questionnaire provides documentation of your pet's progress and helps us focus on your goals during the appointment. Recheck questionnaire can be found on the OVRS website.

- Recheck questionnaires must be returned at least **4 days** prior to the scheduled appointment **(initial)**
Please provide detailed information about your pet's progress to optimize our time together

Technician appointments are offered to give clients personalized assistance with implementing individual aspects of the behavior modification plan. Appointments with the behavior technician are designed to be hands-on and interactive, though they may include discussion of behavior concepts. Technician appointments are prescribed by the Doctors and are scheduled directly with the behavior technicians based on the special needs of each patient.

- Behavior Technician Therapy \$90/30 minutes **(initial)**
- Behavior Technician Therapy Extended \$125/45 minutes
- Behavior Technician Therapy (Additional 10 minute) \$30/each 10 minute interval

Deposit to Hold Appointment

- We require a \$50 deposit to hold your appointment; the deposit will be applied to the charges incurred at your appointment or held for future appointments. **(initial)**

Cancellations & Rescheduling of Appointments

We appreciate the courtesy of early notification if you wish to cancel or reschedule your appointment.

- Please give at least 48 hours notice if you are unable to come to your appointment. If you provide less than 48 hours notice, you will forfeit your deposit. Please give as much notice as possible so other people may be able to utilize that schedule time.
- If you do not show up for your scheduled appointment or give same day notice, you will be charged the full amount of the scheduled appointment.
- In the event of extreme weather, either party can cancel the appointment with less than 24 hours notice without charge. **(initial)**

Phone and Email Communication

Routine communications that occur within 6 months of being seen by a Doctor will be returned within 2-4 business days. The preferred method of communication is email. If you call the office, you generally will need to leave a voicemail.

- Routine communications No charge/< 10 minutes
- Extensive communications \$50/ 10-20 minutes **(initial)**
- Lengthy email communications or patient record review will follow the same fee structure as outlined above for Routine, Extensive and Urgent communications.

Prescription Medications & Refill Requests

If your pet is prescribed medication, then the pet must be evaluated at least every 6 months so that the attending clinician can closely monitor your pet's progress and stability. Medication management typically takes place during your recheck appointments: this includes prescribing new medications, renewals of existing prescriptions, and changes in medications and dosages.

Medication refill requests needed in between scheduled recheck appointments should be communicated via email. If you call the office, you generally will need to leave a voicemail. **All refill requests require patient record review and Doctor approval.**

- Allow at least 3 days processing of for medication refill requests
- Urgent review and refill requests may be subject to a \$25 processing fee **(initial)**
- *Patient Record Review for Routine refills for Patients seen within 6 months are No Charge*
- *Patient Record Review for complex modifications or refills (10 minute intervals at \$20)*

Once Your Pet's Behavior has Stabilized

Medication refill appointment is an abbreviated recheck for patients that are on long-term medication but do not require further behavior modification. This appointment allows the doctor and staff to re-evaluate your pet, perform a physical or observational assessment, collect lab samples as needed and authorize medication refills.

- Medication refill questionnaires must be completed/returned 4 days prior to the appointment
- Medication refill appointments \$100/20 minutes **(initial)**
- Extended time over allotted appointment duration will be charged in 15 minute intervals at \$40

Transfer back to family Veterinarian— Once your pet's behavior has stabilized, you may continue with the Behavior Service or elect Transfer Of Care back to your pet's family veterinarian, if mutually agreeable between the Doctors.

If New Behavior Problems Arise for a Previously Stable Behavior Patient

- Follow-up consults > than a year since the last appointment \$225/50 minutes
- Extended time over allotted appointment duration will be charged in 15 minute intervals at \$40 *Updated 5.2020*