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### **What to Expect from a Behavior Consultation**

#### **Mission statement:**

The objective of the Behavior Department is to provide solutions to your pet's behavior problems by providing high quality veterinary care and humane behavior modification therapy. We combine scientific principles of animal learning with sensitivity for the special role your pet plays in your life. By providing solutions to your pet's behavior problems, we enhance the human-animal bond in your family.

#### **Behavior problems commonly include:**

Aggression, Fears, anxieties and phobias, Separation anxiety, Elimination problems, Destructive behaviors and Puppy/kitten problems

#### **How to get help:**

Because there is a close relationship between medical conditions and animal behavior, we ask that you first discuss your pet's behavior problem with your regular veterinarian. After your pet is evaluated and any medical conditions treated or ruled out, your veterinarian may then refer you to Oakland Veterinary Referral Services for a consultation. *Please contact one of our receptionists by phone at (248) 334-6877 to schedule an appointment.*

#### **The Behavior Consultation:**

The **Comprehensive Initial 1-2 hour Consultation** is an intensive in-depth discussion of history, evolution of the problem, interactions, specific incidents, messages conveyed by body language, diagnosis and the full behavior modification program. Before the initial behavior consultation, you must complete and return an extensive, detailed behavior questionnaire which the doctor will review before your appointment. All involved family members should attend this session which will help you fully understand your pet's problem behaviors and embark on the behavior modification journey. Follow-up consultations and technician appointments will be recommended.

#### **Questionnaire:**

The behavior questionnaire provides the necessary information about your pet's early developmental period, the progression of the behavior problem and full details, including frequency, incidence and character of the behavior problem. This becomes an important part of your pet's medical record substantiating the clinical signs and characteristics of your pet's behavior problem. The [behavior](http://www.OVRS.com) questionnaires are available online at [www.OVRS.com](http://www.OVRS.com). Please note there are different forms for canine and feline behavior appointments. This form may be mailed to you upon request.

#### **Long Term Follow-up:**

The first 12 months of treatment after your consultation may include Recheck appointments and Technician appointments. We have found the patients who follow a regular recheck schedule in the first 12 months after the behavior consultation show the most improvement and long term success. **Recheck appointments** are recommended every 2 to 3 months for the first year of behavior therapy; these appointments will allow the doctor to troubleshoot areas that need further improvement and make modifications to the previously prescribed recommendations. In between rechecks, **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 focus on discussion of behavior concepts. If your pet is prescribed medication then it is required that they are seen by the doctor at a minimum of every 6 months so that their progress and stability can be closely monitored.

#### **The First Year at a Glance:**

##### **Appointment Fees:**

Comprehensive Initial Consultation \$630 (2 hour); \$420 feline (2 hour)  
Second pet fee may apply: canine: \$175 to \$315; feline \$175 to \$210  
Recheck appointments within 6 months of last appointment \$185 (50 minutes)  
Recheck appointments within a year of last appointment \$235 (50 minutes)  
Recheck appointments > 1 year since last appointment \$290 (50 minutes)  
Technician appointments – \$105 to \$132 (varies)

##### **Deposit:**

We require a deposit of 50% of the consult fee to hold your appointment; the deposit will be applied to the charges incurred at your initial appointment.

##### **Cancellations & Rescheduling:**

We appreciate the courtesy of early notification if you wish to cancel or re-schedule your appointment. Your appointment reservation fee is fully refunded without penalty if you provide 7 days' notice of cancellation/rescheduling prior to your scheduled appointment. Consults or rechecks that are not attended and we do not receive prior notice, will be charged the full amount of the consultation.

The Questionnaire **MUST** be completed 7 days before the consult or the appointment will be cancelled and deposit forfeited.

##### **Contact:**

Please contact the behavior department if you have additional questions. Phone 248-334-6877 or email [behavior@ovrs.com](mailto:behavior@ovrs.com) ***We look forward to working with you to solve your pet's behavior problems.***