

# UC Davis Behavior Service

## Appointment Policies

We strive to offer the best care and support for all of our clients and patients. To make this possible, we have some requirements which will enable us to best serve you. If you wish to make an appointment, please call our receptionist at (530)752-1393.

**Note:** Our appointments do not involve hands-on temperament testing which trigger the patient. This type of assessment is often counterproductive to the treatment process and causes unnecessarily fear in the patient. Our diagnosis is based on video, patient-staff interaction, the questionnaire and medical history.

### **MEDICAL RECORDS**

We will call your pet's veterinarian(s) to obtain a copy of medical records. Please give the name of all practice(s) which have cared for your pet (past and present) with their telephone number(s). These records allow us to determine if there is any underlying physical condition which may contribute to the behavior problem. Records can be emailed to [vetbehavior@ucdavis.edu](mailto:vetbehavior@ucdavis.edu) or faxed to (530)752-7616.

### **FELINE PATIENTS**

If you live within the Davis/Woodland area, we offer in-home visits for an additional fee. Please let us know if you're interested and we'll send you a quote for the service.

### **MULTIPLE PETS**

If dogs in the same household are fighting, we can see them together if:

- There is one able adult present per pet at the appointment
- The dogs can be in a room together without fighting.

If this isn't possible, please let us know. We can discuss strategies to treat the pet(s) based on your situation.

If you have two pets that are NOT fighting, but need treatment for separate issues, we suggest separate appointments for each dog.

### **PHYSICAL EXAMINATION**

If possible, the Veterinary Behaviorist and students will perform a physical examination of your pet. Since you have an established veterinarian, a full physical exam may not be necessary. Typically, our examinations will evaluate heart and lung function, and palpation of lymph nodes and abdominal organs. For dogs with aggression issues, we may curtail or skip the examination if it cannot be performed safely. If we suspect the behavior issue is related to another underlying

medical condition, we may perform a neurologic, ophthalmologic, dermatologic or musculoskeletal examination. In some cases, we may recommend referral to another specialty department within UC Davis' VMTH for further evaluation (this would be at an additional charge an estimate will be provided).

## MEDICATIONS

If medications is prescribed, we can provide a prescription to be filled at your local human pharmacy. We can refill prescriptions up to one year. After that period we will need to:

1. See your pet for a recheck to re-establish the client/patient/doctor relationship in accordance with the requirements of the California Veterinary Practice Act.
2. You can have your referring veterinarian fill the medication for you. This is the most typical option since most pets have yearly vaccines or exams. If your vet is not acquainted with the medication, we offer them a free consultation via phone.

## SUBMISSION OF VIDEO: **Highly Recommended**

Video allows us to understand your environment and the pet's triggers. Please provide a 5 minute video of your home (i.e. backyard and the inside of your house). Record your pet(s) displaying the behavior only if it is **safe**.

***Separation Anxiety: video is required for diagnosis. Provide video a few minutes prior to leaving and continuing at least 10 minutes after.***

Email the video prior to your appointment to [vetbehavior@ucdavis.edu](mailto:vetbehavior@ucdavis.edu). Posting Options:

- *Youtube*: Post your video as "unlisted" rather than "private", then email us the link. Click [here](#) for a tutorial.
- *Drop Box* - send us your link to the video
- *Google Drive* (sent via email)
- *Vimeo* - again, be sure your video isn't listed as "private"

If all else fails, please bring the device used to record the video with you to the appointment.

## IMPORTANT DETAILS

- Limit your pet's food intake within 6 hours of your appointment, unless there's a medical need to eat regularly. We use food for training so motivation is important!
- If your pet has a special diet (ex: food allergies), or is picky, please bring treats.
- We **encourage** inviting all family members who regularly interact with your pet.
  - If you have young children, they are welcome to attend if they are able to stay engaged during a 3 hour appointment.
  - Infants are not required to be present.
- If you will have more than three people attending the appointment, please notify us. We want to ensure appropriate space and comfort for all clients.
- Please arrive 10-15 minutes before the scheduled appointment.

- Blood work may be necessary if your pet requires prescription drugs. If your pet has not had a blood profile in the last three months, we can offer one.

## **DIRECTIONS**

**Address:** 1 Garrod Drive Davis CA 95616. Click [here](#) for directions to the VMTH.

**Parking:** Lot 50. Please check in on the second floor of the Pritchard Vet Med Teaching Hospital building at Reception One "A". At reception, be prepared to give your license plate number/make for free parking. **There is no need to purchase a pass.**

**BEWARE:** GPS may take you to the mailing address on Shields Avenue!

## **POLICY NOTES**

- **Your initial appointment sets the foundation for treating your pet's behavior.** We will discuss the diagnosis of your pet's condition, severity and prognosis. We will discuss management strategies, leadership to establish safe predictable interactions with your pet, tools to assist in the training/management of your pet's behavior and the role of medications (if indicated) which can assist with anxiety, impulse control or compulsive disorders.
- **Follow up:** You have **ONE MONTH** of reasonable email/phone support included in the cost of your appointment. We strive to answer your questions by the next business day if not sooner.
- **Recheck appointments:** For pets that have multiple behavior problems, severe behavior problems or need desensitization and counterconditioning to triggers, we offer recheck appointments with your Clinician. If you'd like a Recheck Appointment, please contact our receptionist at [\(530\)752-1393](tel:5307521393). These appointments are typically one to two hours in length and offer hands-on training.

We look forward to working with you!

*The Behavior Service Team*