

Patrick Melese DVM, DACVB

Behavior Service Policies/Fee Schedule:

Welcome to Dr. Melese's Clinical Behavior Service. The following list details some of our office financial and medical polices. Please take a moment to familiarize yourself with them so that we can serve you better. If you have any questions or constraints regarding these or any of our policies or practices, please feel free to discuss them with us **PRIOR TO YOUR APPOINTMENT!**

- Fees have been explained to me clearly and I realize **that no exact representations are made or implied as to an exact fee total** since hourly charges apply, each case is different and behavior products or training aids may be recommended. To reiterate: Office call fees are currently \$163 **per hour (1.5 hr minimum but 1st hr is charged more for these \$280 "minimum" appointments-ask for details)**; House call fees currently \$200 **per hour (\$500 consult minimum)** plus \$4 **per minute** one-way travel time. Consultations that must be scheduled after regular clinic office hours with Dr. Melese (M-Th 9:30-5:00) **if available** are charged an **additional hourly rates. For Guidelines only-not a quote: Initial Office calls usually range between 2.5-3.5 hours and initial House calls 3-3.5 hours.** An in-office routine recheck appointment is currently \$165 (typically 45-50 minutes and usually appropriate for 1-2 months after initial visit). A routine telephone recheck is currently \$125(<30min) -\$165 (30-60 min.). **Recheck appointments are typically critical to the successful resolution of most cases, but how many and how often is very dependent on the problem, the patient(s), and the individual clients. Fees may be adjusted without notice but are usually re-evaluated each fiscal year so the recheck fees may be somewhat different than listed above.**

Notes:

- Appropriate family members (especially spouses) and pets should be present if possible/ practical for room size.
- **Fast** dogs for **at least** 12 hrs (24+ hrs. if not very food responsive) unless otherwise advised. **Cats only 12 hrs!**
- Bring **BEST** possible tidbits to try (human food ok); especially important if pet on special diet & to quickly tell doctor!
- If pet has relevant important medical history, labwork done within the past 6 months, or is on medications, have family vet FAX or mail appropriate medical records to us at least 24 hrs prior to appointment or bring them with you.
- Please **return forms** so they **arrive** at our office **at least** 24-48 hrs prior to your appointment. Plan to arrive 15 minutes early if at all possible. Either FAX or mail by post to Dr. Patrick Melese DVM, DACVB Veterinary Behavior Consultants at address below* forms requiring signatures. The history forms that do not require signatures may be faxed, e-mailed or sent by post. Please bring original signed copy of these forms with you to the consult.
- In most cases, you may lose some of your valuable appointment time if you arrive late - plan for traffic, etc.
- Please bring all halters, collars (including electronic training collars) and other training aids you have (especially head halters e.g. Gentle Leader) for the pet. Bring any medication the pet is on or has been on recently.

If you have any questions about fees, please inquire prior to the consultation. Exceptions to fees above MUST BE IN WRITING!

- **Payment is due at time of appointment;** no billing. You may pay with **cash, check or credit card (only Visa, M/C or Discover) but paying with cash or check is appreciated.** Checks not honored by bank will also incur an additional \$25 fee and you also agree to pay for any costs associated with collecting the funds to pay for the services and products you have received including an additional \$20 billing fee if your account is not paid at the appointment and must be billed.
- **Since we schedule out a large portion of the doctor's schedule for your behavior appointment, we request immediate notification of any desire to reschedule or cancel a behavior consultation so that another client can make arrangements to have the appointment time. Please give us AT LEAST 2-3 business days advanced notice of cancellation. If you do not show up for your appointment or cancel with less than 2 business days (M-F) notice, you may be charged up to the full consult fee.**
- For their safety and that of others, we REQUIRE that all pets be on leashes or in pet carriers & properly restrained, especially if aggressive (basket muzzled or nylon muzzle and closely controlled on leash).

I, _____ have read the polices put forth above and understand them fully. I agree to adhere to these policies as a client of Dr. Melese's practice and my signature below authorizes any credit card charges I incur with VBC (e.g. phone appointments) or as per policy above (e.g. missed appointments).

Signed: _____ Date: _____

5610 Kearny Mesa Rd. Ste. B; San Diego, CA 92111

T: 858-259-6115 F: 858-259-0013 E-mail: info@sdvetbehavior.com Web: sdvetbehavior.com 12/29/2011 p.1/7

Dr. Patrick Melese DVM, DACVB

LIABILITY WAIVER

Thank you for caring enough to obtain help with your pet's behavior!

As the representing owner, agent or handler for the individuals who will be working with the pet(s) indicated below, I understand that many behavior therapies recommended by the doctor may involve some level of risk to the pet(s) and/or the handlers, or other people or property in spite of our best efforts to minimize them. In **some** cases medications may be recommended as **part** of the treatment; most are human medications being used "off-label" for pets (i.e. not FDA approved for that use in that species) and it is rare for a medication alone to solve most pet behavior problems. I understand these issues and assume these risks freely and do not hold Dr. Patrick Melese DVM, DACVB, Veterinary Behavior Consultants, VCA Animal Specialty Group, Veterinary Holding Company or associated clinicians, agents, employees, or owners/agents for facility used to see cases liable for any injury which may occur to handlers, pet, other people, other animals or property while using their training and medication treatment recommendations. I will use my own judgment and common sense when following the recommendations to not place people, pets and property at undue risk and understand that, ultimately like any pet owner, I am exclusively responsible for my pet's actions.

FURTHERMORE, I REALIZE THAT DR. MELESE, VETERINARY BEHAVIOR CONSULTANTS AND IT'S AGENTS CANNOT GUARANTEE THAT A PET WILL NOT BE AGGRESSIVE OR CAUSE INJURY TO PEOPLE OR PROPERTY IN THE FUTURE AND THAT THE PET'S OWNER(S) AND HANDLER(S) CONTINUE TO ASSUME ALL LIABILITY FOR ANY FUTURE AGGRESSION.

Owner's Name(s): _____
Address: _____ City: _____
State: _____ Zip: _____ Telephone: (H) _____ (W) _____

1st Pet's Name: _____ Species (dog/cat): _____ Breed: _____
Pet's Birth Date: _____ Age: _____ Sex: _____ Pet's color/description: _____
Comments: _____

2nd Pet's Name: _____ Species (dog/cat): _____ Breed: _____
Pet's Birth Date: _____ Age: _____ Sex: _____ Pet's color/description: _____
Comments: _____

I certify that I have read and agree with above statements:

Owner of Pet(s): _____ DATE: _____

Spouse, Other pet owner/handler(s): _____ DATE: _____

RECHECK APPOINTMENTS ARE STRONGLY RECOMMENDED AND USUALLY CRITICAL TO LONG TERM SUCCESS!

Please e-mail (info@sdvetbehavior.com), Fax or call office with a progress report 2-3 weeks after your appointment

Dr. Patrick Melese DVM, DACVB
BEHAVIOR HISTORY

(Note: This information is for practice use only and your private information will not be given out without your permission except as required to communicate with parties such as your referring doctor after the appointments)

Date: _____ Owner: _____

Address(include zip): _____

Type & size of residence (e.g. 2 story 1800 sq ft house) _____

Yard size & fencing (e.g. medium yard- 6 ft solid wood fence) _____

Home **Phone: _____ Business Phone: _____ **Cell Phone: _____

Fax: _____ **e-mail (important): _____

Family veterinarian: _____ Referred by: _____

Behavior problems can sometime be difficult, frustrating problems to correct. The information you provide is very important for diagnosing and treating your pet's behavior problems. Please fill out this form as completely and accurately as possible ("help us help you"). If questions clearly do not apply (e.g. obedience training for cats) you are welcome to skip the question, but please answer all those possible, even if you feel it may not be relevant! Compose answers to assist the doctor in picturing what is happening (descriptive details). Please be sure to get this and other paperwork (fax or e-mail to info@sdvetbehavior.com) to Dr. Melese ASAP (at least 24 hrs prior to appointment) and bring the originals with you to consultation. *Videotape problem behaviors if possible if you feel they are important for doctor to see and they are likely not to be seen during the appointment. Bring tape/DVD/video file and a way to play it if not a standard DVD format!* Thank you.

GENERAL INFORMATION

Pet's name: _____ Dog: _____ Cat: _____ Other: _____

Age: _____ years Sex: M F Breed: _____ Color: _____ Weight: _____

Neutered / Spayed: [] yes [] no. At what age? _____

Where did you obtain this pet? friend, breeder, pet shop, humane society, other: _____

At what age: _____

For what purpose was this pet obtained? Companionship, protection, breeding, show, other: _____

Time spent indoors: _____ % outdoors: _____ %

Is this pet left alone during the day? _____ How long? _____

In precisely what area of the house or yard is the pet kept:

- a. during the **day**: _____
- b. during the **night** (describe exactly where pet sleeps); _____
- c. when pet is left **alone** (where is pet?): _____
- d. when **guests** visit: _____

Describe the pet's **personality**: _____

Diet: _____ % dry Brand: _____
 _____ % canned Brand: _____
 _____ % table scraps Supplements: _____

When is the pet fed? morning noon night other _____ By whom? _____

How long is food left down for pet? _____ N/A: pet gulps down immediately: _____

Describes the pet's behavior:

- a. just prior to your departure: _____
- b. just after your return: _____

List all **major surgical or medical problems** and approximate **dates**: _____

List all **medication** currently being taken by this pet: _____

List the Names, Ages and Gender (and whether neutered/spayed) of the other pets in the household:

Name	Breed	Age	Age Adopted	Gender	Spayed/ Neutered? (and at what age)
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

What **toys** does your pet like to play with? _____

What amount of exercise or opportunity to **exercise** is given to your pet? _____

Does he or she **run free** in the neighborhood? _____ How often? _____

Has this pet had any **obedience training**? Please describe the **type of training** and the outcome including **age** when started and **with whom**: _____

What will the pet **do on command**? _____

What will the pet do on command when **distractions present**? _____

Does this pet get along with **other animals**? _____ If not, please explain: _____

What are the **names, ages and relationship to owner** (e.g. spouse, son, roommate, etc.) **of the people** that are in the pet's environment ("family members")? What are their **daily schedules**? _____

How does this pet react to strangers? _____

BEHAVIOR PROBLEM INFORMATION

Please describe your pet's behavior problem(s) (prioritize if multiple): _____

What month/year was the main problem first noted? _____

Where and under what circumstances was each problem first noted? _____

Describe the situation(s) in which the main problem is most likely to occur? _____

The main problem occurs(check off answer): always usually rarely never (check below or %)

1. When the pet is left alone at home:
2. In the presence of the family members:
3. During the night when the family sleeps:
4. Family home but not watching pet:

Frequency of occurrence: ___times per day, ___times per week, ___times per month, ___times per year.

Has there been a change in the frequency or appearance of the problem? _____ Please describe:

What has been done so far to **correct** this problem?(e.g.: discipline, confine, obedience training, avoid, etc.)

What was the pet's **response** to the specific intervention(s) above? _____

Were there any **significant changes** in this pet's environment prior to the appearance of this problem (circle if seen and comment as needed)?

- | | |
|----------------------------|-------------------------------------|
| a. moved or redecorated | e. change in family schedule |
| b. boarded | f. new family member/roommate |
| c. visitors (human or pet) | g. diet change |
| d. type of litter changed | h. other (new pet introduced, etc.) |

How did these changes affect your pet? _____

Directions to Veterinary Behavior Consultants office at the
Animal Specialty Group facility in Kearny Mesa

5610 Kearny Mesa Rd. Suite B
San Diego, CA 92111

(You can get access to I-163 from I-15, I-52 or I-8)

From Hwy 163:

Exit on Clairemont Mesa Boulevard and head West, take first right (immediate) onto Kearny Mesa Road. The building is ¼ mile north of Clairemont Mesa Boulevard on the left (south) side of the street next to the Harley Davidson Motorcycle dealership.

Enter through the **Veterinary Behavior Consultants/Veterinary Surgical Specialists** entrance which is **Suite B in the front of the building towards the right when you are facing it** (doctor and practice name are on the entrance area). If you urgently need to reach Dr. Melese on the day of your appointment once he has left his home office (e.g. if you are lost or unavoidably delayed, etc.) you can use his **emergency cell phone at 858-692-8338** to reach him at the Kearny Mesa facility since he will not get calls to the regular behavior office line when he is there. Please reserve the use of this cell phone number only for urgent contact on the day of your appointment after the doctor has left his home office or for true behavioral emergencies for Dr. Melese's patients of record as he cannot give behavioral advice until after he has seen your pet. All routine correspondence (including scheduling appointments) is directly through the behavior office line 858-259-6115. Please let us know if you have further questions about getting to your appointment. You can also view these directions along with a map at our website: www.sdvbehavior.com on "contacts" page.

Obviously you do not need to return a copy of these directions to our office with your other completed forms.