



SF SPCA Behavior Specialty Service Client Contract

↓ Please initial the box next to each section to confirm that you have read each portion of the contract carefully.

INITIAL BEHAVIORAL CONSULTATION

Includes: assessment, diagnosis, prognosis, physical examination (if possible), treatment plan, and discussion on the use of pharmacological agents or natural supplements. Medication alone will not change your pet's undesirable behavior, so it is important to follow the treatment plan and consistently work with your pet in order to maximize treatment success. The doctor will not provoke your pet to exhibit the problem behavior(s) during the consultation. Clients must bring their pets that are exhibiting the problem behaviors with them to their appointment in order to be seen by the doctor. Any pictures or videos taken during the consultation are a part of your pet's medical record. All fees are based on the time invested by the doctor and other staff members and are therefore non-refundable after completion of the consultation, regardless of case outcome. All clients are given an estimate of costs prior to the consultation. While we have a high level of success in treating behavior cases, we are unable to guarantee resolution of every problem. Successful outcomes rely heavily upon the client's commitment and ability to comply with the suggested treatment plan.

SUPPORT

Two consecutive months of unlimited email support (immediately following the initial consultation) is included in the cost of the initial consultation. Clients are encouraged to contact us at any time if there are concerns or questions regarding their pet's treatment or medication. **Our ability to address issues during treatment is dependent upon the client's communication with us.** It is the client's responsibility to communicate with SF SPCA Behavior Specialty Service regarding any questions, concerns, and updates in relation to their pet's behavior, treatment plan, and/or medications (if prescribed). All clients are given the doctor's direct email address at the conclusion of their initial consultation.

RE-EVALUATION APPOINTMENTS

Re-evaluation appointments are charged at a reduced rate and are 15 - 30 minutes long. Each re-evaluation appointment includes an additional **4 weeks** of email support. Re-evaluation appointments are scheduled at the doctor's discretion and depending on the severity of the case. **Clients are responsible for scheduling their next appointment in a timely manner to avoid a gap in contracted times and/or medication refills.** We highly recommend to all our clients to schedule their next visit no later than one month after their last appointment. We are not able to guarantee re-evaluation appointment times that occur by the end of their contract, if a client waits to schedule a few weeks before the end of the contract. **This may result in a gap in contract times and/or medication refills.**

MEDICATIONS

Re-evaluation appointments are required for medication refills. Your doctor will not refill medications if the client is out of contract. We require **seven business days' notice** for prescription refills. It is the client's responsibility to contact our pharmacy for a refill at least **7 business days** prior to running out of medication. **Your doctor may not authorize refills outside of business hours.**

By signing this contract, I confirm that I am at least 18 years of age, I am the legal owner of my pet(s) being evaluated by the doctors at the Behavior Specialty Service, and that I have read, comprehend, and agree to comply with the policies and terms explained in this contract. I authorize SF SPCA Behavior Specialty Service to treat my pet(s).

Pictures and videos taken during the consultation or submitted to SF SPCA Behavior Specialty Service may be utilized in educational seminars. Actual names of clients and patients will not be used. Do you authorize the use of your pet's pictures or videos?

YES

NO