



BEHAVIOR SPECIALTY SERVICE WHAT TO EXPECT & SERVICE AGREEMENT

Thank you for your interest in the San Francisco SPCA Behavior Specialty Service!

We are a team of passionate doctors, technicians, trainers, and support staff who are dedicated to providing pets and their families with the highest possible quality of care.

To provide that support, we ask that you read the following to get an idea of what you can expect from us, and to ensure that our service is the right fit for your needs.

If you have additional questions after reviewing, please do not hesitate to reach out to us at behaviorinfo@sfspca.org.

Initial Consultation(s) - \$595

- Our initial consultation(s) include evaluation, prognosis, diagnosis, physical exam (when indicated & possible), treatment plan, discussion of the use of pharmaceuticals or supplements, and discussion of behavior modification techniques and methodologies.
- Doctors and staff will not provoke your pet to exhibit the problem behavior(s) during the consultation.

Follow Up Support & Email Policy

- **Our service hours are Monday-Friday, 8:30am-4:00pm. Allow up to 72 business hours for us to respond.**
- Simple updates may be addressed via email. However, follow-up appointments will be required if changes to the treatment plan or medication protocol are needed.
 - o **If your pet is having a potential side effect to medication or there was a major incident involving your pet, please email us immediately and we will respond as soon as possible within business hours.**
- It is best practice of medical care to address certain behavior concerns or issues via an appointment and not via email.
 - o Depending on how long it has been since your last appointment or the topic(s) you would like to discuss, a 15- or 30-minute appointment may be recommended.
- Some pets require more frequent follow up appointments, depending on severity of problems and response to treatment.
 - o Behavior Progress Updates (15 minutes, virtual, \$150)
 - o Behavior Re-evaluations (30 minutes, virtual or in-person, \$295)
 - o Behavior Re-evaluation for New Problem (1 hour, virtual or in-person, \$395)
- Follow up appointments are typically scheduled at the end of in person visits. However, if you have topics you would like to discuss sooner, **we can always reschedule current appointments or schedule additional appointments.** Just send us an email request to behaviorinfo@sfspca.org.



Payment

- Payment in full is required for initial consultations and for all virtual appointments.
 - o This is payable by credit card over the phone at the time of scheduling or via remote payment link.
 - o This deposit will be applied to the cost of your pet's consultation once complete.
 - o This deposit does not include the cost of medications, diagnostics, training tools, or follow up appointments.
 - o Once an appointment is completed, clients are not eligible for refunds.

Cancellations/Reschedules

- **Our service requires a 72-hour notice for reschedules and cancellations.**
 - o Please keep in mind that this policy is in place because some pet parents wait over a month for an appointment with us. Late cancellations or reschedules interfere with our ability to offer appointments to others who need our help.
 - o **Please provide us as much notice as possible if you need to cancel or reschedule your pet's appointment.**
- For Initial Consultations & Re-evaluations:
 - o If canceled/rescheduled within 72-hours or the client does not show for the appointment, 50% of the appointment fee will be non-refundable.
- For Behavior Progress Updates (BPUs) and Happy Visits:
 - o If canceled/rescheduled within 72-hours or the client does not show for the appointment, 100% of the appointment fee will be non-refundable.
- If an appointment is rescheduled within 72-hours more than 3 times, no refunds will be made, and all future appointments will be cancelled.

Management of Treatment Plans & Medications

- **Please email us as soon as possible if you think your pet is experiencing a medication side-effect.**
 - o **If your pet is experiencing a serious or life-threatening issue/side-effect, please go to your nearest emergency vet.**
- A re-evaluation is required within 3 months of the initial consultation in order for the doctor to continue to provide recommendations or medications.
 - o After the re-evaluation appointment is performed, follow up will be dictated by your pet's progress.
- Once your pet is stabilized, you can request that your primary care veterinarian oversee your pet's ongoing care and take over the prescriptions.
 - o If you would like our service and doctors to continue to be responsible for ongoing care and prescriptions once your pet is stable, annual, or bi-annual in-person re-evaluation appointments will be required.
- By law, to maintain a doctor patient relationship and provide treatment for your pet, a veterinarian must see your pet in person at minimum once a year. After the one-year mark we will be unable to provide any advice or prescription refills without an in-person appointment.
 - o The doctor may request to see your pet in person before the one-year mark if it is indicated for their treatment.
- By signing below, you acknowledge that medications may involve risk of complications, injury or even death, from both known and unknown causes, and you further agree the SF SPCA makes no warranty or guarantee, either express or implied, as to the result(s) of any medication, or with respect to your pet's diagnosis or prognosis.



Prescription Refill Requests

- **Please contact the SF SPCA pharmacy at 415-522-3550.**
 - o **Their business hours are 7 days a week, 8:00am-12:00pm & 2:00pm-5:00pm.**
 - o **Please note that it can take up to 7-10 days for staff to address your request.**
- When requesting refills, please provide the following information:
 - o Name of medication
 - Strength of medication (i.e., 10mg, 50mg)
 - Formulation of medication (i.e., tablets, capsules)
 - The amount you are administering & the frequency of administration (i.e., 2 tablets every 8 hours)
 - o Do you want a 30/60/90-day supply?
 - If your pet is due for a follow up appointment your request may be denied/limited to a certain amount, or you may be required to schedule a re-evaluation appointment before your request is approved.
 - o How would you like to obtain the medication?
 - Options include:
 - Picking up medication at the SF SPCA
 - Mailing medication through our online pharmacy (RX Pro)
 - Picking up a written prescription at the SF SPCA
 - Mailing a written prescription
- **Please allow up to 10 business days for prescriptions to be mailed.**
 - o Note that certain medications cannot be obtained through all methods.
 - Written prescriptions cannot be emailed.
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Emergency Refill Policy

- If a client requests a medication refill to be addressed within 48 hours, our service charges an Emergency Refill Fee of \$75.
- Clients can receive emergency refills via the following methods:
 - o Pick up a written prescription from the SF SPCA pharmacy to then take to the pharmacy of your choice.
 - o Order the medication through our online pharmacy, RX Pro, and pay for overnight shipping.
 - Please note that not all medications are available through the online pharmacy.
- If you are requesting to receive a refill in under 7-10 days, you may be limited to the method in which you receive said refill.
- We are unable to attend to emergency refill requests outside of business hours (Monday-Friday, 8:30am to 4pm)



Handling for Veterinary Procedures

As a service, we often ask pet parents to participate the handling/restraining of their pets during treatments (i.e. blood draws, vaccines, nail trims, sedations, etc.).

Studies have shown that the involvement of pet parents can make patients more comfortable and treatments more likely to be successful.

We will always do our best to take precautions as needed (i.e., muzzles, physical/visual barriers, etc.) as well as gather all the necessary information needed to make the safest decisions.

However, assisting in these treatments is not free of safety risks.

Pet parents should also be prepared for certain essential aspects of common treatments such as needles, blood, bandages, etc.

It is important that pet parent communicate with staff if they are uncomfortable or unable to assist in handling.

By signing this document, you are acknowledging that you have been informed of possible risks, and understand that as a service, we are not responsible for any injuries to pet parents caused by their pets as a result of their assistance in said treatments.



Service Agreement

All clients are informed of our policies via email.

This information can also be requested by other means (mailing address, fax) if requested by the client.

By signing this document and/or scheduling an appointment with the SF SPCA Behavior Specialty Service, clients are agreeing to comply with the service's policies, protocols, and expectations.

- Results and progress may vary depending on various factors and are not guaranteed.
- Any photo or videos taken during the consultation may be used as part of your pet's medical record.
- We often utilize pictures and videos taken during the consultation or submitted to the SF SPCA Behavior Service in educational seminars and programs. Actual names of clients and patients are not used. Clients will not be entitled to inspect or approve the use of these pictures and videos, or receive notice of their use or publication, or receive any payment. Do you authorize the use of your pet's pictures and videos? *(Please check or circle below)*
 - YES
 - NO
- Do you authorize sharing medical records with veterinarians providing care to your vet? *(Please check or circle below)*
 - YES
 - NO
- Do you authorize sharing medical records with trainers approved by our service that request patient information? *(Please check or circle below)*
 - YES
 - NO
- I hereby confirm that I have read and agree to the cancellation policy, email policy, and refill policies for the SF SPCA Behavior Specialty Service. I understand that I may be charged a cancellation/reschedule fee if I fail to abide by the above cancellation policy. I understand that I may be charged an emergency refill fee if I request a refill be addressed within 48 hours. *(Please sign below)*
 - _____
- By signing this document, I am confirming that I am at least 18 years of age, I am the legal owner of my pet(s) that are being evaluated, and that I agree to comply with the policies and terms explained in this document. I consent to and authorize the SF SPCA Behavior Specialty Service to treat my pet(s) and I assume financial responsibility for all related fees. *(Please sign below)*
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Thank you for your understanding and cooperation.
We look forward to working with you!