



# VCA Mesa Animal Hospital

858 North Country Club Drive, Mesa, AZ 85201

Phone: 480-833-7330 Fax 480-833-0124

## **Before Making an Appointment:**

Email: [au636@vca.com](mailto:au636@vca.com)

To make an accurate diagnosis and develop an appropriate treatment plan, it is essential to get a comprehensive history. Please complete the appropriate (cat or dog) questionnaire.

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**Prior to scheduling an appointment we require the proper questionnaire completed and sent to our office by email, fax, or post.**

### **When scheduling your consultation we require a \$200 deposit.**

Cancellation of an appointment **MUST** be at least 72 hours in advance to return the deposit.

We also require your veterinarian to complete the referral form and send to us along with any records and laboratory work ups completed in the past 12 months prior to your appointment.

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### **What does the appointment entail?**

The initial behavioral appointment will take approximately 60 minutes. A second appointment is generally needed 4-8 weeks later. The initial appointment includes an assessment of the diagnosis, the prognosis, and how quickly, safely, and effectively you are likely to be able to control or resolve the problem. Initial treatment plans including a few behavioral modification recommendations will be introduced, commercially available products that may be beneficial, and the possibility of drug therapy are described. Handouts will also be supplied and a personalized case synopsis will be sent either by mail or e-mail within a week of the appointment. The results we see can vary depending on the safety of the particular animal/ behavioral problem, the owner's ability to dedicate the time and effort into behavioral modifications, and the motivational state of the pet.

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### **Follow Up Appointment**

**Follow up appointments are expected after the initial consultation and are not included in the initial consultation fee.**

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### **What do I need for the appointment itself?**

- It is recommended that the main caretakers for the pet be present (maximum 3) due to the nature of the consultations it is usually inappropriate for younger children to attend.
  - Bring along the problem pet(s). If the problem is aggression between two household pets, it is beneficial to have both at the appointment unless it is too dangerous.
  - Recordings of behavior is possible are very helpful and recommended
  - DO NOT induce a behavior for the sake of video if it entails aggression or induces fear in the pet.
  - It is helpful to see the pet in its normal surroundings and it's interactions with the owner/other people/pets in the household. For example: in the case of house soiling cats, video footage of the litter box and litter box locations, areas previously soiled and interactions of the problem cat with the other cats (if present in the home) can be very helpful.
  - These video clips can be e-mailed or brought to the consultation. Cell phone video is easy and generally sufficient!
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### **What type of cases are seen?**

- Behavioral problems in dogs and cats ranging from aggression, anxieties, fears, phobias, house soiling, barking, hyperactivity disorders, and compulsive disorders are typically seen.
- Puppy and kitten problems such as excessive play, scratching, jumping, chewing, nipping, and house training are also seen.