

**Procedure for making an appointment:**

All cases are seen on veterinary referral.

- Please rule out underlying medical issues first.
- If you are unsure whether to perform additional tests please contact me and I will be happy to discuss the possibilities.
- Sometimes a medical problem is the underlying issue but there are behavioural components in addition. In such a case referral may be required once medical issues have been resolved.
- Please then contact me with a summary of the problems, the client contact details and a full clinical history. The best way to do this is via email .
- I will then contact the client direct to arrange an appointment.

**Insurance cover.** Many insurance companies will pay all or part of the fees for behaviour problems. It is practice policy for the client to pay the fees at the time of the consultation and the client be reimbursed directly from the insurance company. Please ask your client to check their individual policy to see if they are covered.

**Client commitment:**

Behavioural modification is often a slow process and it is vital that clients realise this before making an appointment. A significant amount of time and effort will be required on behalf of the client and other household members.

**Use of medication:**

Some cases, particularly those involving compulsive disorders or serious anxiety issues, require medication. I will discuss this with the client and referring vet and then preferably arrange for this to be dispensed by the referring practice.

**Emergency cover.**

If my existing clients have an out of hours emergency (between 6pm and 9am or at a weekend) I will ask them to initially contact the referring vet.

If a client contacts you with an emergency and you are concerned about how to deal with it, please do try to contact me. I may well be contactable but because I work alone this cannot be guaranteed 100% of the time.

If I am likely to be out of contact for any length of time the answerphone message and an email out-of-office-alert will let you know the date I will be back in contact.

Any vet who refers a case will be provided with my telephone number.