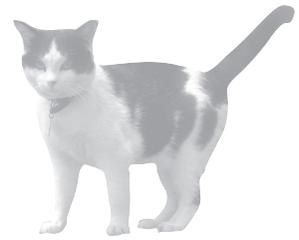


Appalachian Veterinary Specialists and Gentle Pet Vet
2833 Louisville, Rd. • Louisville, TN 37777
Phone: 865-660-9166 • Fax: 865-691-3456 • Pet Wellness Center Fax: 865-233-4266
gentlepetvet@aol.com
Elizabeth A. Shull, DVM • DACVIM-Neurology, DACVB



Dear Prospective Behavior Client:

Thank you for your interest in the behavioral services available at Appalachian Veterinary Specialists. Dr. Shull is a licensed veterinarian with Board Certification by both the American College of Veterinary Behaviorists and the American College of Veterinary Internal Medicine in Neurology. In the behavior clinic we work with clients and their pets to solve behavior problems.

Behavior Appointments: We prefer to see you and your pet for its behavior problem by referral from your family veterinarian, but referral is not mandatory. On request from you or your veterinarian, we will send your veterinarian a behavior referral form. Depending on your goals you may schedule either a complete behavioral treatment program appointment or a consultation and recommendations appointment.

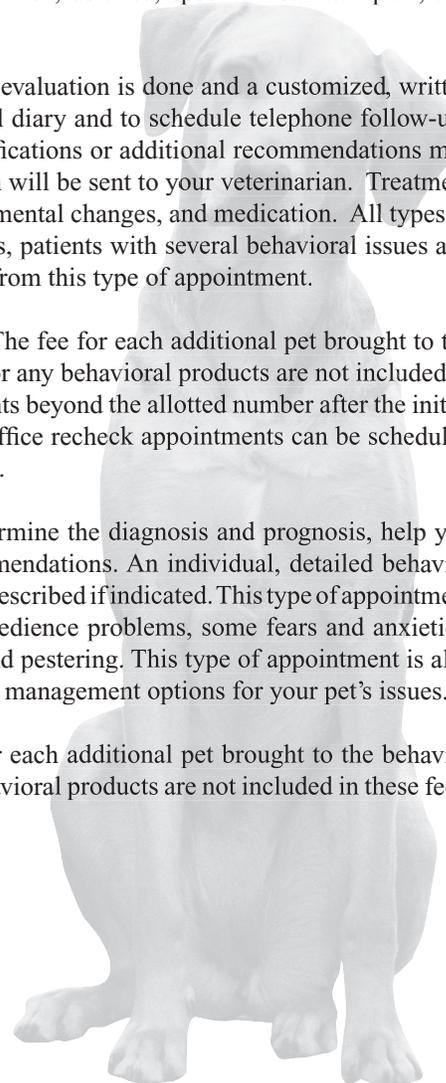
Complete Behavioral Treatment Program The goal of this program is to help you resolve your pet's behavior problems, and involves determining the behavioral diagnosis, and the prognosis, providing a written, detailed, specific treatment plan, and includes either 8 or 16 weeks of telephone recheck appointments.

Initially, Dr. Shull will meet with you and your pet for an extended office visit. An evaluation is done and a customized, written treatment program will be given to you. You will be asked to maintain a behavioral diary and to schedule telephone follow-ups on a regular basis. Based on your pet's response to the initial plan, treatment modifications or additional recommendations may be made during the follow-up appointments. A copy of the behavior treatment plan will be sent to your veterinarian. Treatment varies with each case, but often includes behavior modification techniques, environmental changes, and medication. All types of aggression, compulsive behavior disorders, patients with multiple anxieties or fears, patients with several behavioral issues and any case in which there may be a neurological component will benefit the greatest from this type of appointment.

The fee for the complete behavioral treatment program is \$400 for dogs and cats. The fee for each additional pet brought to the behavior appointment is \$75. Charges for indicated laboratory tests, medications, or any behavioral products are not included in these fees. Your appointment will last 2 to 3 hours. Follow-up telephone appointments beyond the allotted number after the initial appointment will be charged at a rate of \$60/30 minutes. If needed, additional in-office recheck appointments can be scheduled for up to 6 months following the original appointment at the rate of \$60/30 minutes.

Consultation and assessment only: The goal of this type of appointment is to determine the diagnosis and prognosis, help you understand your pet's behavior problem, and provide general management recommendations. An individual, detailed behavior treatment program and follow-up appointments are not included. Medication can be prescribed if indicated. This type of appointment is ideal for uncomplicated, common behavioral problems of dogs and cats e.g. obedience problems, some fears and anxieties, puppy and kitten management problems, house-soiling, marking, and unruliness and pestering. This type of appointment is also recommended if you primarily want to determine the prognosis and discuss general management options for your pet's issues.

The fee for the consultation and assessment is \$200 for dogs and cats. The fee for each additional pet brought to the behavior appointment is \$75. Charges for indicated laboratory tests, medications, or any behavioral products are not included in these fees. Your appointment will last 1-2 hours.



Veterinarian Consultation: In very rare instances, when there are extenuating circumstances that prevent your coming to our clinic for a behavior appointment, and at the discretion of Dr. Shull and your veterinarian, Dr. Shull will consult and advise over the telephone with your veterinarian regarding your pet's behavioral problem. You must complete a behavior questionnaire and provide a copy to both your veterinarian and Dr. Shull. Dr. Shull's office and your veterinarian's office will coordinate scheduling the consultation. The fee for a veterinarian consultation is \$125 for a 30 minutes consultation. You may provide credit card information or send a check in advance. Your primary veterinarian's fee for their time is not included in this fee.

A \$50 dollar deposit is required to reserve a behavior appointment. A credit card or check may be used to secure the appointment reservation. The deposit will be applied to the behavior fees on the day of the appointment. In the case of cancellations, the deposit will be returned if the appointment is cancelled at least three business days before the appointment is scheduled.

Appalachian Veterinary Specialists is located at the ARK (Animal Referral of Knoxville), 1505 Bob Kirby Road, Knoxville, TN 37931. Driving directions and a map can be sent to you by mail, fax and/or email. Please call 865-670-9185 to schedule an appointment. You may facilitate the consultation by filling out and returning a behavioral history form, which we will gladly mail, email, or fax to you. We look forward to working with you and your pet.

Sincerely,

Elizabeth A. Shull
Elizabeth A. Shull, DVM
DACVIM – Neurology, DACVB

Revised January 4, 2009

