THE COMPLAINT

Physical exam
(including pain assessment)

Screening and diagnostic tests
Behavioral screening and history

Consultation in clinic
(DVM and staff expertise)
(Telephone/telemedicine support if needed)
1. History
2. Observation / assessment of pet and owner
3. Video clips
   (problem and non-problem situations)
   *See enclosed checklist

Follow-up

Trainer / Behavior Technician
(Education / Behavioral management / Reinforcement / Training issue)

Referral to behaviorist
(Case beyond clinician expertise)
Client / patient need for specialist services

Diagnosis

Is pet behavior considered normal?

Prognosis / Risk Assessment

Treatment plan

Owner education
- Discuss problem, pet, home, limitations
- Can pet remain in the current household?
- Observe and discuss video
- Reading and recognizing pet signs
- Support material (handouts, websites)
- Provide written summary

Manage / Modify the environment
- Identify and treat cause
- Provide for behavioral/environmental needs
- Prevent opportunities to perform/repeat undesirable behaviors
- Prevent access to triggers/targets
- Management products (e.g. barriers, muzzles, harnesses)

Modify the pet
- Behavior modification
- Train/reinforce desirable/positive outcomes
- Remove/prevent negative outcomes – no punishment
- Desensitize/countercondition
- Surgery – e.g., neutering if indicated
- Drugs/supplements (ongoing, event use or both)

Schedule Follow-up

Modified with permission from:

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