

Preparing for an Appointment with Our Team

Required Paperwork:

Questionnaire: The Behavior Consult Questionnaire is a multi-page form that outlines the pet's behavioral and medical histories, current environment, and learning history. This form is necessary for the doctors to obtain a full background on your pet's life. Due to the length, we ask that this form be completed and returned to us 48 hours prior to your appointment. Once returned, you will receive a confirmation email from the staff. If the form is not received, your appointment is subject to cancellation with loss of your appointment deposit. If you have any issues with this form, please let us know as soon as possible so we may assist. Please complete one form for EACH pet.

Consent to Treat: This is our standard release form. It gives us legal permission to assess your pet and provide you medical advice. There are inherent risks to working with animals that have behavior problems; this form also releases us of liability should your pet injury someone. There are additional releases for media and emails. This form can be printed and brought to your appointment or emailed back at your convenience.

Disclosure Agreement: This form is required by Virginia State Law in order to ensure our clients are fully aware of our clinic's office hours. We do not see emergencies. We do not see walk-ins. Consultations are by appointment only.

Medical Records: Please contact your primary care veterinarian and request your pet's full medical record be sent to our clinic. They can either use our email (info@abwellnesscenter.com) or our fax (703-783-8807). Please ask them to include at least the last year or complete history, including physical examination notes, laboratory results, and other pertinent information.

In preparation for this appointment:

- If your appointment is in the morning, skip your pet's breakfast. If it is in the afternoon, he/she may have half. Access to water and bathroom breaks is fine.
- If your pet takes any anti-anxiety products prior to stressful events or veterinary visits, please administer them as directed by your veterinarian 2 hours before your appointment time.
- Please bring any equipment or medications you are currently using OR have used in the past.
- When you arrive at the clinic, please do NOT enter the building. Call us from your vehicle. Inform us what your vehicle looks and one of the staff will come escort you directly to the consultation room.
- Our clinic focuses on science-based training methods. As such, we do not condone the use of prong collars, choke chains, shock collars, e-collars, vibration collars, etc. Please remove these items before exiting your vehicle. No retractable leashes are allowed in the clinic. If needed, we will have equipment available that you may borrow.
- Do not allow anyone other than your family and our staff to interact with your pet.
- If needed, your pet is allowed the opportunity to eliminate in the grass area between the parking lot and HWY 50 before the beginning of the appointment. Pick-up bags and receptacle are available in the designated area. Do NOT allow your dog to interact with any other pets that may also be using this area

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- We use a lot of treats and food rewards during our consultations. If your pet has any food sensitivities, please let us know on your paperwork so our team can plan accordingly.
- Some pets may behave in ways the family finds inappropriate, or even embarrassing, while in these consults. This is normal and expected. Please allow our team to handle the situation so you may concentrate on the interview with the doctor. If we need your help to intervene, we will let you know.
- The consultation is roughly 1 hour in length and may not be appropriate for all members of your family to attend, especially small children. Please plan accordingly.
- The remainder of the consultation fee, as well as charges associated with the purchase of medication and/or equipment, will be collected at the time of your appointment.
- All pertinent information will be recorded and sent to you within 24 hours of your session. These discharge notes will highlight a variety of resources as well as outline the specific plan for your pet.

Other policies:

- Provide our team 48 hours advance notice if you will not be able to make it to your appointment. Failure to adhere to this policy will result in the loss of your \$95.00 appointment deposit.
- We understand traffic in the DC Metro area is challenging to navigate at times. If you are running late, please contact our team as soon as you are able. If you arrive later than 20 minutes past your start time, your appointment will be rescheduled.
- Our team understands that living with a troubled pet is challenging, frustrating, and causes emotions to run high. We are dedicated to supporting our families however we can. That said, we work on a policy of mutual respect. Any verbal abuse will not be tolerated and those responsible will be asked to vacate the premises immediately.

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