

**Covid-19 recheck case clinic update 6-23-20:**

It is very important to do your follow-up as directed by your clinician, now by **telephone**, [Zoom](#), [Google Meet](#) or [Skype](#) recheck. For most rechecks, to avoid technical delays taking up your valuable appointment time we suggest just telephone rechecks. Remember that you **MUST** be an active client/patient (defined as following treatment plan follow-up directions and having your next appointment booked on our schedule!) for us to be able to approve medication refills. Medication refills for inactive patients (not following recheck directions or cancelling and not rescheduling promptly) will likely delay or possibly even deny refill requests for your pet. "Help us help you" by doing your part and remaining an active case 😊! We have been doing phone rechecks with clients whose pets have been see "in person" within the last 12 months for several decades since not all of our clients and pets can come in-person to each appointment (may live hours away, pet that does not travel well, clients' schedule, etc.) and they are **very effective** in managing behavior cases. For those pets who are due for an "in person" exam (for example coming up on 12 months since last seen at the office) we can likely combine with telemedicine appointment with a very brief "curbside exam" in front of the doctor's house in Carmel Valley when the doctor is in town seeing clients to re-establish the legally required Veterinarian/Client/Patient relationship (VCPR), which allows all California veterinarians to diagnose and prescribe treatments including prescription medications.

If you decide to postpone vital rechecks versus continuing follow-up by phone or telemedicine appointments, please note that you are doing so against your specialist's medical advice.

For those that have not scheduled/rescheduled their next recheck: although we are **now officially "out of clinics" until late September**, we are actively scheduling ongoing clients into phone or video chat recheck appointment slots so please let us know ASAP if you intend to take advantage of these telemedicine options so that we can get you on the skeleton summer schedule (done from WA state) or remaining recheck openings in the fall (mostly booked up but there are a few openings left).

**Please let us know the preferred phone number where we should call you for your phone recheck appointment. Payment will be taken during the appointment (see P.S. below).**

If, in spite of our urging you still plan to discontinue follow-up at this time, we encourage you continue carefully following your treatment plan and to let us know ASAP when you are ready to schedule your vital phone recheck so that we can offer you what options remain at that time. The sooner you let us know the more options you will likely have to choose from.

We are sorry for any unavoidable disruption in our normal specialty practice services and our clients' schedule with these steps, but they are for all of our health and it is vital for us all to work together to make it through this difficult time. We, the behavior specialty services, are actually very well situated to continue to help our clients/patients with telemedicine compared to most other boarded specialties. We hope you and yours stay safe during this time 😊

P.S. Please note that clients that choose to pay by credit or debit card (we accept Visa, Mastercard or Discover) will pay a **4% convenience fee** (also be sure to let doctor know this ASAP when we start to allow sufficient time to check out via credit card as it takes longer). To avoid this additional modest convenience fee, simply pay using [VENMO](#), [Google Pay](#) or [Zelle](#) 😊

**"We confirm appointments as a courtesy; it is still your responsibility to stay aware of the time and date of your appointment or cancel/reschedule with sufficient (48 business hours) notice to avoid incurring late cancellation fees."**