



DEPARTMENT OF THE ARMY
PUBLIC HEALTH COMMAND DISTRICT - NORTH EUROPE
VILSECK VETERINARY SERVICE BRANCH
UNIT 28038
APO AE 09112

REPLY TO
ATTENTION OF

MCVS-EUN-GR

18 JULY 2011

MEMORANDUM FOR Vilseck Veterinary Treatment Facility (VTF) Clients

SUBJECT: Vilseck Veterinary Treatment Facility Policy Letter on Privately Owned Animal Care

- 1. Scope of Services.** Our Veterinary Treatment Facility (VTF) provides the following types of services to privately owned animals: Preventive veterinary services (wellness screenings, immunizations, de-worming, etc.); health certificates for international travel; limited sick-call examinations and medical treatment; and limited elective surgical procedures (spays, neuters, dental cleanings) during regular clinic hours. We strongly recommend that clients develop a client-patient relationship with a local civilian veterinarian as the VTF cannot provide overnight hospitalization or after-hours emergency care and when appointments are not available for acute medical problems or emergent conditions. During duty hours, if a veterinarian is available, a patient may be stabilized for transport to a local civilian veterinarian; calling first is highly recommended for the welfare of your pet.
- 2. Veterinary Treatment Facility Access.** Eligibility for veterinary care for privately owned animals is based on the owner's eligibility to receive medical care; all persons using this facility must present either a U.S. Armed Forces Identification Card (DD Form 2A), or a Uniformed Services Identification and Privilege Card (DD Form 1137). Eligible medical beneficiaries are authorized to receive veterinary care for their privately owned animals on a space available basis in military VTFs subject to the availability, access, and capabilities of the professional veterinary staff. A Special Power of Attorney is required to authorize another individual, other than the military sponsor or family member, to make veterinary medical treatment decisions on behalf of the sponsor for care to be provided during extended absences or deployments. Family members must be at least 18 years old to request veterinary services.
- 3. Animal Breeding.** In accordance with AR 40-905/SECNAVINST 6401.1B/AFI 48-131, chapter 3-4 paragraph *i*, veterinary services will not be provided in support of any commercial operation raising animals (pets or livestock) for profit. This includes pet breeding and/or sale of the animal offspring.
- 4. Veterinary Treatment Fees.** Veterinary care for privately owned animals is managed using non-appropriated funds and veterinary services and products are provided on a fee for service basis. The fees are set to maintain our facilities as non-profit, self-sustaining operations, covering our non-appropriated fund operating costs. Additional, public law requires that each transaction include a \$2.00 user fee, which in turn, is paid directly to the U.S. Treasury. Payment is due upon delivery of veterinary service. We accept cash, checks, debit, and/or credit cards. Medications, services, and goods are non-refundable. The prices at this VTF are subject to change without notice.
- 5. Registration and Records.** USAG Grafenwöhr requires that all pets be registered at the Veterinary Treatment Facility within 14 days of arrival. Pets may be registered during business hours; pets and appointments are not necessary. When registering, you must bring in the pet's current vaccination records and valid rabies certificate. Copies of records of any veterinary care received off the installation, to include vaccinations should be brought into the VTF to be included in your pet's military veterinary treatment record whenever possible. Owners are responsible for maintaining their

pet's medical records and transferring them during a permanent change of station move, discharge from the service, or change of ownership. If a pet is not seen for an appointment for 3 years (36 months), the pet's record will be placed on inactive status. After 6 years of inactivity, the record will be purged.

6. **Transfer of ownership.** A Change of Ownership Letter is required to transfer ownership of an animal from one owner to another. This must include the name and last four of the SSN of the previous and new owner(s), and be signed by the previous owner. Until a transferred pet is registered under the new owner's name, the previous owner remains legally and financially responsible for all costs associated with the pet.

7. **Appointments.** Pets are seen for care on a space available, appointment basis. The VTFs are closed on weekends and U.S. holidays. Additionally, the VTF is closed on the last working day of the month for inventory. Please arrive at least 10 minutes prior to your scheduled appointment time to allow time for check-in. For safety considerations, and to prevent accidental escape, all pets must be on a leash or in a carrier when in the clinic. The pet must be under the owner's control at all times.

8. **Children in the Veterinary Treatment Facility.** Placing children in confined areas with unfamiliar pets that may be aggressive, undisciplined and poorly socialized exposes them to the risk of serious injury. If children are brought to the veterinary facility, parents must be responsible for their children's behavior, in order to prevent injuries. Do not leave unsupervised children in the parking lot. If your children are deemed unruly or disruptive, you may be asked to leave and to reschedule your appointment for a less busy time. Dependents under the age of 18 years are not to restrain pets, except when authorized by clinic staff.

9. **Prescriptions/Medications.** In accordance with federal law, prescription medications will not be dispensed without a valid veterinarian-client-patient relationship. This requires that the pet be seen at the VTF within the past 12 months for the particular medical issue and have a current medical record. All prescriptions will be dispensed for no more than a 30 day supply unless expressly authorized by the veterinarian. Please call in all prescription refills at least one week before running out of a medication to ensure its availability; refills for prescription medications require at least 24 hours notice.

10. This policy is not all-inclusive and questions should be brought to the attention of the VTF NCOIC or OIC.



Annie T. Eure DVM, MRCVS
CPT, VC
OIC, Vilseck VTF

Your signature below indicates that you have read and understood the policies established in this memorandum and that you have been given a copy for future reference.

Signature: _____ Date: _____