



DEPARTMENT OF THE ARMY
Public Health Command District Mediterranean
UK Branch, RAF Feltwell Veterinary Treatment Facility
Unit 5095, Box 280
APO, AE 09461-5280

Reply to
Attention of

MCVS-EUS-UK

MEMORANDUM FOR RAF Feltwell Veterinary Treatment Facility (VTF) Clients

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

1. Welcome.

a. Thank you for entrusting us with the care of your pet! We know your pet is important to you and is a valued member of your family. The Public Health Command Europe operates approximately 20 Veterinary Treatment Facilities across Europe. Our mission is support our military communities for veterinary health care for government-owned and privately owned animals. Please help us to provide the best service we can to each of your military communities by understanding and complying with our clinic policies.

2. Scope of Services.

a. Our Veterinary Treatment Facilities (VTFs) provide 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.

b. Military VTFs aren't staffed at a level to provide overnight hospitalization or after-hours emergency care. In some cases, if there aren't appointments available for acute medical problems or emergency conditions, you will need to seek veterinary care at a local, host nation civilian veterinary facility. We strongly recommend that clients develop a client-patient relationship with a local civilian veterinarian in order to meet these needs, when required. Detailed information on local civilian veterinarians can be found on our website www.48forcesupport.com under the "family" tab. It is also posted outside the front doors of our building and available from our front desk staff.

3. Emergency Care.

Emergency care during normal duty hours may be possible in certain situations, but please call first to make sure that a veterinarian is available. Pets requiring care beyond the capabilities of the military VTF or emergencies occurring after duty hours will be referred to a local civilian veterinarian.

4. Veterinary Treatment Facility Access.

a. Eligibility for veterinary care for privately owned animals is based on the owner's eligibility to receive medical care. Army Regulation 40-400 provides detailed guidance used to determine an individual's eligibility. 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.

b. The following categories of animal owners are eligible to receive veterinary care:

(1) Members of the Uniformed Services on active duty and their family members.

(2) Retired members of the Uniform Services and their family members.

(3) Members of the Reserve Components who have been recalled to active duty and their family members.

(4) U.S. citizens stationed outside the United States who are employees of DoD, and Department of Defense Dependents Schools-Europe (DoDDS-Europe), paid with appropriated funds or non-appropriated funds and their family members. Family members must be at least 18 years old to request veterinary services.

d. All persons, included Service Members in uniform, must show satisfactory evidence of medical beneficiary status, (e.g., Common Access Card (CAC), DD Form 2 (retired), DD Form 1173 (Identification and Privilege Card), orders).

e. A Special Power of Attorney is required, authorizing 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. The local Legal Assistance Office can assist with this. Please keep this in mind with planning for extended absences or deployments.

f. 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 sale of the animal offspring.

5. Veterinary Treatment Fees.

a. 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.

b. Payment is due upon delivery of veterinary service. VTFs accept cash, checks, debit, and/or credit cards.

6. Registration and Records.

a. The RAF Feltwell VTF requires that all pets be registered within 14 days of arrival. Instructions for registration can be found on our website www.48forcesupport.com ("family" tab), or can be picked up in person at the VTF. Registrations can be returned in person or via email, fax or mail. When registering you must include the pet's current vaccination records and valid rabies certificate if applicable. 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 whenever possible.

b. 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 de-registered from the original owner and registered under the new owner's name, the previous owner remains legally and financially responsible for all costs associated with the pet.

c. Owners are responsible for the transfer of their pet's medical records during a permanent change of station move, discharge from the service, or change of ownership. The sponsor/owner may sign out records.

d. If a pet is not seen for an appointment for three years (36 months), the pet's record will be placed on inactive status. After six years of inactivity, the record is purged. Clients must maintain an active client-patient relationship (i.e. have been seen within the past 12 months) in order to purchase food or over-the-counter medications.

7. Appointments.

a. Pets are seen for care on a space available, appointment basis. VTFs begin taking appointments for the following month on (or the first working day after) the 15th day of each month. Appointments can be made by calling or by stopping by the VTF during normal business hours. The VTFs are closed on weekends and U.S. holidays. Additionally, the VTFs are closed on the last working day of the month for inventory. Please look for the closest VTF to you under "Units and Clinics" for detailed information on locations, hours, and telephone numbers.

b. Please arrive 5-10 minutes prior to your scheduled appointment time to allow time for check-in.

c. For safety considerations, and to prevent accidental escape, all pets must be on a leash or in a carrier when brought to the clinic. The pet must be under the owner's control at all times.

d. **Missed Appointments.** Due to our high caseload and limited appointment availability, it is essential that you cancel appointments you cannot keep. Failure to do so deprives others of needed appointment time. Appointments are limited so please be considerate of others in your community, by calling to cancel an appointment as soon as possible.

8. Children in the Veterinary Treatment Facility.

a. Due to safety considerations, the risk of transmission of zoonotic diseases, and the danger of animal bites, **we strongly recommend that children under the age of 8 not enter the veterinary facility.** Placing small children in confined areas with a large number of animals increases the risk of injuries.

b. It is also very important that you depart the VTF with a full understanding of your pet's general health-care and possible medical illness treatment. Allowing children in the examination room may cause distractions to both the client and the veterinary staff and therefore may compromise this understanding.

c. However, we do understand that extenuating circumstances may exist at times when the arrangement of child care is difficult. If you have no option other than to bring your child with you to a veterinary appointment, please let us know at the time of booking the appointment and we will try to

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make accommodations.

d. 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 or reception area.

e. We encourage clients to take advantage of hourly care programs at the local Child Development Centers.

9. Prescriptions/Medications.

a. 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.

b. Refills for prescription medications require 24 hours notice, and sometimes longer for certain medications. With any less than 24 hours notice, we may not be able to refill a prescription. Please call in all prescription refills at least one week before running out of a medication to ensure its availability.

I have read and understand the above.

Sponsor's Name:

Pet's Name:

Signature: _____

Date: _____