



CHIEVRES VETERINARY TREATMENT FACILITY



REGISTRATION FORM

* PLEASE ALLOW 3 BUSINESS DAYS FOR YOUR PET'S REGISTRATION TO BE ENTERED *

DATE: _____

SPONSOR'S INFORMATION

NAME : _____ SPOUSE'S NAME: _____

RANK : _____ BRANCH: _____ UNIT: _____

MAILING ADDRESS: CMR _____ BOX _____ APO, AE ZIP CODE: _____

LOCAL ADDRESS: STREET: _____ CITY _____

ZIP CODE: _____

CELL PHONE: _____ HOME PHONE: _____ WORK / DSN: _____

EMAIL: _____

PET INFORMATION

PET # 1

HAS YOUR PET BEEN SEEN BY A MILITARY VTF BEFORE? IF SO, WHERE? _____

NAME: _____ DOG CAT DOB: _____

BREED: _____ COLOR: _____

MICROCHIP #: _____ GENDER: _____ SPAYED NEUTERED

PET # 2 (IF APPLICABLE)

NAME: _____ DOG CAT DOB: _____

BREED: _____ COLOR: _____

MICROCHIP #: _____ GENDER: _____ SPAYED NEUTERED

I understand that it is my responsibility to contact the VTF if any changes to the above information occur. I recognize that I am financially responsible for payment, in full, of services rendered, at the time they are provided. Furthermore, I understand that just as the VTF staff is expected to treat all patrons in a courteous and professional manner, I too am to extend the same courtesy to each of them. I recognize that the VTF has the right to refuse services should I fail to comply with the above terms.

Print Name: _____ Sign: _____



DEPARTMENT OF THE ARMY
PUBLIC HEALTH ACTIVITY RHEINLAND-PFALZ
BENELUX BRANCH
GRAND RUE 56, BLDG 20047
CHIEVRES 7950 BELGIUM

REPLY TO
ATTENTION OF

MCEU-PHC

25 February 2020

MEMORANDUM FOR Chièvres Veterinary Treatment Facility Clients

SUBJECT: Chièvres Veterinary Treatment Facility (Chièvres VTF) Client Policy

CHIEVRES VETERINARY TREATMENT FACILITY ACCESS:

- a. Only persons with a valid U.S. Department of Defense Identification card are eligible for veterinary services at Chièvres VTF. Beneficiaries must be enrolled in Defense Enrollment and Eligibility Reporting System (DEERS). Reservists must be on active duty orders for more than 30 days.
- b. In accordance with AR 40-905 Chapter 3-4 paragraph 1, veterinary services will not be provided in support of commercial operations that breed or raise animals for sale or profit.

2. REGISTRATION AND RECORDS:

- a. All animals must be registered in Remote Online Veterinary Record (ROVR), our electronic medical record system, and maintain a valid rabies vaccination. All records are maintained electronically, owners may request a printed copy of their pet's record.
- b. Pet owners are responsible for ensuring that their pet's vaccinations and medical status remain current.
- c. Transfer of ownership: A transfer of ownership letter is required for Chièvres VTF to transfer ownership of a pet in ROVR and deliver care to the new pet owner. This letter must include the name of both 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 the pet.
- d. Owners are responsible for transferring their pet's medical records during a Permanent Change of Duty Station, End of Time in Service, or change of ownership.
- e. If a pet is not seen for an appointment for three consecutive years, the pet's record will be placed in an inactive status. After five years of inactivity, the record may be purged.
- f. Pet abandonment is a crime in Belgium and a violation of the UCMJ article 134 (Animal abuse).

3. APPOINTMENTS:

- a. Due to multiple mission priorities, Chièvres VTF provides medical care for privately-owned animals on a space-available basis and may not have availability on a short notice or emergency basis.
- b. Pets are seen by appointment only. Please arrive at least 10 minutes prior to your scheduled appointment time to allow time for check-in.
- c. Payment is due at time of service. In the event of an outstanding balance, your command may be notified. We accept only credit card payment. The DOD requires we charge a \$2.00 user fee on every transaction, including retail purchases.

- d. Rabies vaccination status must be current for a pet to receive sick call or surgery appointments. If no proof of rabies vaccination is on file, the pet will be vaccinated for rabies at time of services.
- e. Convenience euthanasia will not be performed at Chièvres VTF. Euthanasia will only be conducted when a valid need is apparent and diagnosed by the VTF veterinarian.

4. FACILITY ETIQUETTE:

- a. Any animal interaction can potentially be dangerous. While children are welcome, parents/guardians are responsible for their safety and wellbeing at all times. Children in the clinic must be supervised at all times for their safety.
- b. Children and/or pets will not be left unsupervised in the parking lot, vehicles, or the waiting room. All pets must arrive on a leash or in a carrier.
- c. Any client who uses profanity or abusive language towards any member of Chièvres VTF staff will be asked to leave the facility immediately and will no longer be authorized services.

5. NO SHOW POLICY:

- a. Failure to show for an appointment, unless cancelled at *least 24 hours* in advance, will result in a “No Show”. We understand that last-minute circumstances arise; if you call less than 24 hours in advance we will make exceptions to this policy on a case-by-case basis.
- b. All appointments arriving on time will be given priority. If you are running late, please call ahead to let us know, in which case we will make every effort to accommodate you. If you arrive more than 10 minutes late, you may be asked to re-schedule your appointment.
- c. All appointments that are considered to be a “No Show” will be notated in the patient’s record. The repercussions are as listed below:
 - 1. The first missed appointment will be notated in the patient’s record without any repercussions.
 - 2. The second missed appointment will be notated in the patient’s record and service privileges will be suspended for 30 days.
 - 3. The third missed appointment will be notated in the patient’s record and service privileges will be suspended for six months. If the pattern of missing appointments continues service privileges may be revoked permanently.

6. PRESCRIPTIONS / MEDICATIONS:

- a. In accordance with federal law and Army Regulation, prescription medications will not be dispensed without a valid veterinarian-client-patient relationship. This requires that the pet be seen at Chièvres VTF or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at Chièvres VTF, as long as there are refills remaining in ROVR. It is illegal for Chièvres VTF to fill a prescription from off-post facilities. If there is an active client patient relationship with your pet, and it is a chronic medication which your pet is under our care for at Chièvres VTF or another Army Veterinary Clinic, we may be

able to write a prescription for your pet; this is at the approval of the attending veterinarian.

- b. Please call in all prescription refills at least one week before running out of a medication to ensure availability. Refill requests require 72 hours to process and must be picked up within 30 days.
- c. Heartworm preventive for animals over 6 months of age will only be dispensed with written proof of a negative heartworm test performed within the preceding 12 months, unless waived by the attending veterinarian.

7. EMERGENCY VETERINARY CARE:

- a. Chièvres VTF does not provide after-hours emergency care for privately-owned animals. Therefore, we strongly recommend that you identify at least one off-base veterinarian that provides emergency care and keep his or her contact information available for use in an emergency.
- b. Chièvres VTF maintains a list of off-base veterinarians who speak English and provide emergency care after hours; this will be provided to you upon request. This list is provided for your reference, and does not imply DOD endorsement of any specific veterinarian(s).

8. If you have any questions about these policies, or if you would like more information, please contact the Non-Commissioned Officer in charge at DSN 314-566-5390.

Samuel A. Smith, DVM
MAJ, US Army Veterinary Corps
Chief, Benelux Branch
Public Health Command Europe

I have received a copy of Chièvres VTF's policies and have read and understand the above information.

Signature: _____

Date: _____