



DEPARTMENT OF THE ARMY
VETERINARY READINESS ACTIVITY RHEINLAND-PFALZ
UNIT 28059
APO AE 09112

MCEU-VRA-VI

20 SEPT 2024

MEMORANDUM FOR Vilseck VTF Clients

SUBJECT: Vilseck VTF Client Policy Letter

VILSECK VETERINARY TREATMENT FACILITY (VTF) NACCESS:

a. Only persons with a valid U.S. Armed Forces Identification Card are eligible for veterinary services at Vilseck 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 remains current.

c. Transfer of ownership: A transfer of ownership letter is required for the Vilseck 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. Owners are encouraged to utilize the milPetED app to aid finding their next veterinary treatment facility.

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 Germany and a violation of the UCMJ article 134 (Animal abuse). Stray animals apprehended by the U.S. law enforcement or the German Polizei will be surrendered to the local animal shelter (Tierheim) for adoption.

3. APPOINTMENTS:



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- a. Due to multiple mission priorities, the 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. For surgical appointments (Spays, Neuters, Mass Removals, Dental Cleanings), there is no surgical waitlist. Appointments are reserved on a "First Come, First Serve" basis. The surgery appointments for a month open on the 15th of the month prior. Owners should call on the 15th to reserve an appointment as soon as possible. If the 15th falls on a weekend, training holiday, or federal holiday, please call on the next business day during regular business hours.

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 the 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:



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(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. Additionally, an email will be sent to the Sponsor and their Commander detailing this missed appointment and the 30-day suspension.

(3) The third missed appointment will be notated in the patient's record and service privileges will be suspended for six months. Additionally, an email will be sent to the Sponsor and their Commander detailing this missed appointment and the six month suspension. Furthermore, future appointments upon return of scheduling privileges can only be scheduled through the Vilseck VTF NCOIC. If the pattern of missing appointments continues service privileges may be revoked permanently.

(4) If a double appointment (two pets for one owner / account) is missed, this will count as two missed appointments and the patient's record and service privileges will be suspended for 30 days.

(5) If the missed appointment is a surgical appointment, this will count as a second missed appointment and the patient's record and service privileges will be suspended for 30 days. Additionally, an email will be sent to the Sponsor and their Commander detailing this missed appointment and the 30-day suspension.

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 the Vilseck VTF or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at the Vilseck VTF, as long as there are refills remaining in ROVR. It is illegal for the 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 the Vilseck 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. The VTF does not provide after-hours emergency care for privately-owned



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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. The Vilseck 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. The point of contact for this policy is CPT Samuel M. Tucker at DSN 314-590-3885 or Samuel.m.tucker.mil@health.mil

SAMUEL M. TUCKER
CPT / VC
OIC, Veterinary Branch Vilseck

I have read and understand the above information:

Sponsor's Name:

Pet's Name(s):

Signature: _____ Date: _____