



DEPARTMENT OF THE ARMY  
PUBLIC HEALTH ACTIVITY ITALY  
INCIRLIK BRANCH VETERINARY SERVICES  
BLDG 912  
APO AE 09823-5185

MCEU-PHC-SVIN

01 January 2024

MEMORANDUM FOR INCIRLIK AB VTF CLIENTS

SUBJECT: Incirlik AB VTF Client Policy Letter

1. INCIRLIK VETERINARY TREATMENT FACILITY ACCESS:

a. Only persons with a valid U.S. Armed Forces Identification Card are eligible for veterinary services at the Incirlik Veterinary Treatment Facility (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.

c. The Incirlik Airbase Pet Policy currently states that only those in Single Occupancy Housing and/or Dual Military both stationed at Incirlik, are allowed to have pets (maximum two cats and dogs). All others are allowed a maximum 25-gallon aquarium to house only fish.

d. It is recommended to review the Incirlik ABI 44-101 Control of Pets on Incirlik, prior to bringing a pet to Incirlik Airbase.

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 prior to arrival at Incirlik AB. All records are maintained electronically, owners may request a printed copy of their pet's record.

b. Pets must be registered within 10 days of arrival to Incirlik AB.

c. To register your pet(s) at the Incirlik VTF, you must bring the following documents:

(1) Your DOD ID Card

(2) Pet's Health Certificate (issued by previous veterinarian)

(3) Valid Rabies Certificate and vaccine records

(4) Proof of ISO compatible microchip

d. Pet owners are responsible for ensuring that their pet's vaccinations and medical status remains current.

e. Missing pets should be reported to the Incirlik VTF immediately.

f. If a pet interacts with any stray animals and is bitten and/or scratched, they will be subjected to a 45-day quarantine or euthanized per CDC guidelines.

g. Transfer of ownership: A transfer of ownership letter is required for the Incirlik 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.

h. 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.

i. Pet abandonment is a violation of the UCMJ article 134 (Animal abuse).

### 3. APPOINTMENTS:

a. Due to multiple mission priorities, the VTF provides medical care for privately-owned animals on a space-available basis.

b. Pets are seen by appointment only. Emergencies and/or walk-ins will not be seen at the Incirlik VTF. Please arrive at least 10 minutes prior to your scheduled appointment time to allow time for check-in. If you arrive 10 minutes or later, after your scheduled appointment, you will be considered a "No Show".

c. Treatment and services are limited at the VTF due to manning and supplies. Elected/emergent surgical procedures and complex sick-calls will be referred to an off-base veterinary clinic.

d. 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.

e. Rabies vaccination status must be current for a pet to receive sick call appointments. If rabies vaccination is expired, the pet will be vaccinated for rabies at time of services.

### 4. FACILITY ETIQUETTE:

a. Any animal interaction can potentially be dangerous. All pets must arrive on a

leash or in a carrier.

b. 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:

(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 the Incirlik VTF or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at the Incirlik VTF (pending supplies), 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 Incirlik 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 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.

8. The point of contact for this policy is CPT Schall at DSN: (314) 676-5953 or email at [jessica.g.schall.mil@health.mil](mailto:jessica.g.schall.mil@health.mil).

Jessica Schall  
CPT, VC  
CHIEF, INCIRLIK BRANCH

***By signing this statement, you agree that you have been informed of these policies. You agree to abide by these policies and agree to the responsibility of informing all family members of these policies. You may be asked to reschedule your appointment or lose privileges to the facility for non-compliance.***

Sponsor's Name:

Pet's Name(s):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_