



DEPARTMENT OF THE ARMY
PUBLIC HEALTH ACTIVITY- ITALY
NAPLES BRANCH
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MCEU-PHC

04 February 2022

MEMORANDUM FOR Naples Veterinary Treatment Facility (VTF) Clients

SUBJECT: VTF Client Policy Letter

1. ACCESS:

a. Only persons with a valid U.S. Armed Forces Identification Card are eligible for veterinary services at the 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. Per AR 40-905 Chapter 3-4 paragraph, 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 the Remote Online Veterinary Record (ROVR) within 30 days of arrival or adoption and maintain a valid rabies vaccination.

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

c. 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. A transfer of ownership letter is required to transfer ownership 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 must be signed by the previous owner. Until a transfer is registered under the new owner's name, the previous owner remains legally and financially responsible for the pet.

d. If a pet has not been seen for three consecutive years, the pet's record will be placed in an inactive status. After five years, the record may be purged.

3. APPOINTMENTS:

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 any service. If no proof of rabies vaccination is on file, the pet will be vaccinated at time of services.

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, abusive and disrespectful language towards any member of the VTF staff will be asked to leave 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; 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 +081-811-7913** and we will make every effort to accommodate you. **If you arrive more than 10 minutes late, you may be asked to reschedule.**

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 without any repercussions.

(2) The second missed appointment will be notated and service privileges will be suspended for 30 days.

(3) The third missed appointment will be notated and service 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 (VCPR). This requires that the pet be seen in Naples VTF or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at Naples 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 VCPR, we may be able to write a prescription upon the approval of the attending veterinarian.

b. Refill requests require 24-hours notice and must be picked up within 48 working day hours.

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.** We strongly recommend that you identify at least one off-base veterinarian that provides emergency care and keep his or her contact information available. The Naples VTF can provide a list of emergency off-base veterinarians who speak English 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 memorandum is the undersigned and can be reached at paulynne.h.bellen.mil@mail.mil.

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