

# RAF Feltwell Vet Clinic Registration

[usaf.lakenheath.48-mdg.mbx.vet-clinic@health.mil](mailto:usaf.lakenheath.48-mdg.mbx.vet-clinic@health.mil)

Comm: 01638-52-7097 DSN: 226-7097

Sponsor: \_\_\_\_\_  
(Last, First, Middle Initial)

Spouse: \_\_\_\_\_  
(Last, First, Middle Initial)

PSC Address: (mailing address)

Home Address: (Check one) Base Housing ☐ / Off Base ☐

PSC \_\_\_\_\_ BOX \_\_\_\_\_

\_\_\_\_\_

APO, AE \_\_\_\_\_

\_\_\_\_\_

Cell Phone: \_\_\_\_\_

Spouses Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Other Phone : \_\_\_\_\_

Organization (Unit): \_\_\_\_\_

Sponsor's Grade/Rank : \_\_\_\_\_

Military Status: \_\_\_\_\_

Email: \_\_\_\_\_

Supervisor's Name \_\_\_\_\_

Supervisor's Phone: \_\_\_\_\_

## \*Pet Info\*

Name: \_\_\_\_\_

Species: (Check one) Canine ☐ / Feline ☐

Breed: \_\_\_\_\_

Color(s): \_\_\_\_\_

Sex: (Check all that apply) Female ☐ / Male ☐ Spayed ☐ / Neutered ☐

Birthdate: (mm/dd/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_

Microchip # \_\_\_\_\_

Name: \_\_\_\_\_

Species: (Check one) Canine ☐ / Feline ☐

Breed: \_\_\_\_\_

Color(s): \_\_\_\_\_

Sex: (Check all that apply) Female ☐ / Male ☐ Spayed ☐ / Neutered ☐

Birthdate: (mm/dd/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_

Microchip # \_\_\_\_\_

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Breed: \_\_\_\_\_

Color(s): \_\_\_\_\_

Sex: (Check all that apply) Female ☐ / Male ☐ Spayed ☐ / Neutered ☐

Birthdate: (mm/dd/yy) \_\_\_\_/\_\_\_\_/\_\_\_\_

Microchip # \_\_\_\_\_



DEPARTMENT OF THE ARMY  
PUBLIC HEALTH COMMAND DISTRICT – SOUTHERN EUROPE  
UNIT 31401, BOX 54  
APO AE 09630

REPLY TO  
ATTENTION OF

MCHB-RE-SVUK

8 October 2015

MEMORANDUM FOR RAF Feltwell Veterinary Treatment Facility (VTF) Clients

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

1. Welcome to the RAF Feltwell Veterinary Treatment Facility! We know your pet is important to you and is a valued member of your family. Please help us provide the best service we can to your pet family by understanding and complying with our clinic policies.

2. First and foremost, it is important to understand that the Army Public Health Veterinary Services' mission is complex and includes veterinary medical support for the military working dogs, food safety, public health and support to our military communities by providing veterinary care for privately owned animals. We currently serve two Department of Defense Military Working Dog kennels. These military working dogs are our top priority. We will try to accommodate your pets care as often as possible, but in the event of a military working dog emergency please understand the military working dog will be seen first.

3. Privately Owned Animals (pets)

- a. Our Veterinary Treatment Facility (VTF) provides the following types of services during regular clinic hours to privately owned animals; preventive veterinary services to include wellness examinations, immunizations, de-worming, etc, health certificates for international travel, limited sick-call examinations and medical treatment, and limited elective surgical procedures such as spays, neuters, and dental cleanings.
- b. Pets requiring emergency care or care beyond the capabilities of the military VTF will be referred to a local civilian veterinarian. Military VTFs do not provide overnight hospitalization or after-hours emergency care. We strongly recommend that clients develop a client-patient relationship with a local civilian veterinarian in order to meet these needs.

4. Appointments

- a. Pets are seen for care on a space available, appointment basis. The VTF begins taking appointments for the following month on the 15th day of each month (or the first working day after). Appointments can be made by calling or by stopping by the VTF during normal business hours. Please arrive 10 minutes prior to your scheduled

appointment time to allow time for check-in. The VTF is closed on weekends and U.S. holidays. Additionally, the VTF is closed at noon on the last working day of the month for inventory.

b. 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. Aggressive pets or pets that cannot be restrained will not be seen.

**c. Missed appointments limit access to care for other military members and their families.** Appointments are limited so please be considerate of others in your community by calling to cancel an appointment 24 hours in advance. **If an appointment is not canceled with 24 hours' notice, or you arrive more than 10 minutes late to your appointment, you will be considered a "no-show".**

d. Owners are responsible for their pet's medical records during a permanent change of station move, discharge from the service, or change of ownership.

e. If your pet needs care while you are away, a Special Power of Attorney is required to grant authority to another individual other than the military sponsor or family member to make veterinary medical treatment decisions on behalf of the sponsor. The local Legal Assistance Office can assist with this. Please keep this in mind when 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 breeding animals for profit. This includes breeding pets, pregnant bitches and sale of their offspring.

## 6. Fees for Services

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. In addition, the Department of Defense requires that each transaction include a \$2.00 user fee that 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.

## 7. Prescription 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. A valid veterinarian-client-patient relationship is also required to purchase over the counter medications such as flea/tick medication.

b. Refills for prescription medications require 24 hours' notice to allow our staff

MCHB-RE-S

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

time to fill the prescription. Due to ordering constraints, some medications are not available or take a long time to receive through the mail. For this reason, we recommend calling at least one week before running out of a medication to ensure its availability.

Thank you for entrusting us with the care of your pet. We look forward to meeting you and your pet soon!

CPT Samantha Warner  
Veterinary Officer in Charge  
UK Branch Veterinary Services

*I have read and understand the above.*

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

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



DEPARTMENT OF THE ARMY  
PUBLIC HEALTH COMMAND DISTRICT – SOUTHERN EUROPE  
UNIT 31401, BOX 54  
APO AE 09630

REPLY TO  
ATTENTION OF

MCHB-RE-SVUK

13 June 2016

MEMORANDUM FOR RAF FELTWELL VTF PATIENTS

SUBJECT: Appointment No-Show Policy

1. The RAF Feltwell Veterinary Treatment Facility (VTF) takes pleasure and pride in serving our beneficiaries. Missed appointments have a tremendous negative impact on the amount of care we are able to provide to the community. For this reason, we would like to acquaint you with our appointment No-Show policy:
2. It will be considered an appointment No-Show if the following occurs:
  - a. The pet's owner or designee fails to show up for the scheduled appointment time
  - b. The pet's owners or designee arrives at the clinic for the appointment 10 minutes after the scheduled time
  - c. A scheduled appointment is cancelled without 24 hours or more notice
3. No show appointments and last minute cancellations waste valuable treatment time and ultimately deprives patients with genuine concerns from receiving veterinary care. All appointment failures will be permanently entered into your client record.
4. The following administrative actions will be taken for future appointment failures:
  - a. One missed appointment:
    - i. Sponsor's Commander and/or First Sergeant will be notified
    - ii. Members will be contacted regarding missed appointments
  - b. Two missed appointments:
    - i. The same as with one missed appointment and the owner may be required to report to the Veterinary Clinic in person to schedule the next appointment.
    - ii. If an appointment is missed and is for multiple pets, the owner will be suspended from scheduling multiple pet appointments within the same day.

c. Three missed appointments:

- i. If three appointments are considered a No-Show, the owner's pets will not be able to receive veterinary care at the RAF Feltwell VTF for 6 months following the last missed appointment.

5. Extenuating circumstances will be considered on a case-by-case basis to determine whether or not the above actions are necessary.
6. The POC for this memorandum is the undersigned at DSN: 226-7185

CPT Samantha Warner  
Veterinary Officer in Charge UK  
Branch Veterinary Services

I \_\_\_\_\_ have read and understand the above policy.  
**(Print Name)**

\_\_\_\_\_  
**(Signature)**

\_\_\_\_\_  
**(Date)**

# **OFF BASE CLINICS FOR EMERGENCIES**

Please contact any of these vet clinics in the case of an emergency.

## **FELTWELL**

<b><i>Paul Jarman Veterinary Practice</i></b>
2 Short Beck, Felthwell IP26 4AD Phone: 01842-828-938 Email: <a href="mailto:information@jarmanvets.co.uk">information@jarmanvets.co.uk</a> Open M-F: 0900-1800 & Sat: 0900-1100 <a href="https://www.jarmanvets.co.uk/felthwell">https://www.jarmanvets.co.uk/felthwell</a>

## **BRANDON**

<b><i>The Old Golfhouse – Brandon</i></b>
71 High Street, Brandon IP27 0AU Phone: 01842-814-043 Email: <a href="mailto:OGHAdmin@cvsvets.com">OGHAdmin@cvsvets.com</a> Open M-F: 0900-1300 & 1400-1830 Open Saturday: 1600-1730 <a href="https://oldgolfhousevets.co.uk/">https://oldgolfhousevets.co.uk/</a>

## **MILDENHALL**

<b><i>Eastgate Vets – Mildenhall</i></b>
31 Bury Rd, Thetford IP24 3AW Phone: 01842-753-991 ER Line: 01284-753-961 Email: <a href="mailto:thetford@eastgatevets.co.uk">thetford@eastgatevets.co.uk</a> Open M-F: 0830-1830 Open Sat: 0830-1300 <a href="https://www.eastgatevets.co.uk/">https://www.eastgatevets.co.uk/</a>

## **ELY**

<b><i>Isle Veterinary Group</i></b>
West Fen Rd, Little Downham, Ely CB6 2BZ Phone: 01353-658-333 Email: <a href="mailto:smallanimalislevetgroup@gmail.com">smallanimalislevetgroup@gmail.com</a> Open M-F: 0800-1900 & Sat: 0830-1600 <a href="http://www.islevetgroup.co.uk/">http://www.islevetgroup.co.uk/</a>
<b><i>Johnson &amp; Scott Veterinary Clinic</i></b>
186 Main St, Witchford, Ely CB6 2HT Phone: 01353-634-123 Email: <a href="mailto:reception@johnsonandscott.co.uk">reception@johnsonandscott.co.uk</a> Open Mon & Thu: 0800-1900, Tu, Wed & Fri: 0900-1200, Sat: 0900-1200, & Sun: 1800-1900 <a href="http://www.johnsonandscott.co.uk/">http://www.johnsonandscott.co.uk/</a>

## **THETFORD**

<b><i>The Old Golfhouse – Thetford</i></b>
Brandon Road, Thetford IP24 3ND Phone: 01842-764-244 Email: <a href="mailto:OGHAdmin@cvsvets.com">OGHAdmin@cvsvets.com</a> Open M-Th: 0800-1930, F: 0800-1830 Open Saturday: 0800-1500 <a href="https://oldgolfhousevets.co.uk/">https://oldgolfhousevets.co.uk/</a>
<b><i>Eastgate Vets – Thetford</i></b>
31 Bury Rd, Thetford IP24 3AW Phone: 01842-753-991 ER Line: 01284-753-961 Email: <a href="mailto:thetford@eastgatevets.co.uk">thetford@eastgatevets.co.uk</a> Open M-F: 0830-1830 & Sat: 0830-1300 <a href="https://www.eastgatevets.co.uk/">https://www.eastgatevets.co.uk/</a>

## **BURY ST EDMUNDS**

<b><i>Eastgate Vets – Bury</i></b>
Cotton Lane, Bury St Edmunds IP33 1XW Phone: 01284-753-961 Email: <a href="mailto:bury@eastgatevets.co.uk">bury@eastgatevets.co.uk</a> Open M, W, & Th: 0800-2000 Open Tu & F: 0800-1830 Open Sat: 0830-1700 & Sun: 1000-1200 <a href="https://www.eastgatevets.co.uk/">https://www.eastgatevets.co.uk/</a>
<b><i>Swayne &amp; Partners – Bury</i></b>
Western Way, Bury St Edmunds IP33 3SP Phone: 01284-701-444 Email: <a href="mailto:enquiries@swayneandpartners.co.uk">enquiries@swayneandpartners.co.uk</a> Open M-F: 0830-2200 & Sat: 0830-1200 <a href="https://www.swaynevets.co.uk/">https://www.swaynevets.co.uk/</a>
<b><i>Moreton Hall Veterinary Centre</i></b>
Easlea Road, Bury St Edmunds IP32 7BS Phone: 01284-747-000 Email: <a href="mailto:enquiries@moretonhallvets.co.uk">enquiries@moretonhallvets.co.uk</a> Open M-F: 0830-2000 & Sat: 0830-1730 <a href="https://www.moretonhallvets.co.uk/">https://www.moretonhallvets.co.uk/</a>
<b><i>Vets4Pets – Bury St Edmunds</i></b>
Inside Pets at Home, Moreton Hall Retail Park, Bury St Edmunds IP32 7BT Phone: 01284-706-012 Open M-Th: 0900-1900 & Sat: 0900-1800 <a href="https://www.vets4pets.com/practices/vets4pets-bury-st-edmunds/">https://www.vets4pets.com/practices/vets4pets-bury-st-edmunds/</a>

# **OFF BASE CLINICS FOR EMERGENCIES**

Please contact any of these vet clinics in the case of an emergency.

## **NEWMARKET**

<b><i>Swayne &amp; Partners – Newmarket</i></b>
Fordham Road, Newmarket CB8 7AA Phone: 01638-662-253 Email: <a href="mailto:enquiries@swayneandpartners.co.uk">enquiries@swayneandpartners.co.uk</a> Open M-F: 0830-1900 & Sat: 0830-1200 <a href="https://www.swaynevets.co.uk/">https://www.swaynevets.co.uk/</a>
<b><i>Lida Vets</i></b>
Grosvenor Yard, Newmarket CB8 9AQ Phone: 01638-560-000 ER: 01638-600-120 Email: <a href="mailto:lidavetslab@gmail.com">lidavetslab@gmail.com</a> Open M-F: 0900-1900 & Sat: 0900-1300 <a href="https://www.lida-vets.co.uk/">https://www.lida-vets.co.uk/</a>
<b><i>Vets4Pets – Newmarket</i></b>
Inside Pets at Home, Studland Retail Park, Fordham Rd, Newmarket CB8 7SX Phone: 01638-676-340 Open Monday – Friday: 0900-2000 Open Sat: 0900-1800 & Sun: 1000-1600 <a href="https://www.vets4pets.com/practices/vets4pets-newmarket/">https://www.vets4pets.com/practices/vets4pets-newmarket/</a>

## **REFERRAL CLINICS**

<b><i>Dick White Referrals</i></b>
Station Farm, London Road, Six Mile Bottom, Cambridgeshire CB8 0UH Phone: 01638-572-012 Email: <a href="mailto:clinic@dickwhitereferrals.com">clinic@dickwhitereferrals.com</a> Open Monday – Friday: 0900-1900 Open Sat: 0900-1600 & Sun: Closed <a href="https://www.dickwhitereferrals.com/">https://www.dickwhitereferrals.com/</a>
<b><i>Animal Health Trust</i></b>
Lanwades Park, Kentford, Newmarket, CB8 7UU Phone: 01638-552-700 Email: <a href="mailto:referrals@aht.org.uk">referrals@aht.org.uk</a> Open Mon – Sun: 0900-1900 <a href="https://www.aht.org.uk/services/small-animal-referral-centre">https://www.aht.org.uk/services/small-animal-referral-centre</a>

## **CAMBRIDGE**

<b><i>Cambridge Veterinary Group</i></b>
89A Cherry Hinton Rd, Cambridge CB1 7BS Phone: 01223-249-331 Email: <a href="mailto:info@cambridgevetgroup.co.uk">info@cambridgevetgroup.co.uk</a> Open M-F: 0830-1830 & Sat: 0830-1200 <a href="https://cambridgevetgroup.co.uk/">https://cambridgevetgroup.co.uk/</a>
<b><i>Cambridge Veterinary School</i></b>
Maddingley Rd, Cambridge CB3 0ES Phone: 01223-337-621 Email: <a href="mailto:hospital@vet.cam.ac.uk">hospital@vet.cam.ac.uk</a> Open 24 hours, 7 days a week <a href="https://www.hospital.vet.cam.ac.uk/">https://www.hospital.vet.cam.ac.uk/</a>
<b><i>Vets4Pets – Cambridge Beehive</i></b>
Inside Pets at Home, Beehive Centre, Coldhams Lane, Cambridge CB1 3ET Phone: 01223-656-965 Open Monday – Friday: 0900-1900 Open Sat: 0900-1700 & Sun: 1000-1530 <a href="https://www.vets4pets.com/practices/vets-in-cambridge/vets4pets-cambridge-beehive/">https://www.vets4pets.com/practices/vets-in-cambridge/vets4pets-cambridge-beehive/</a>
<b><i>Vets4Pets – Cambridge Barnwell</i></b>
255 Barnwell Rd, Cambridge CB5 8SL Phone: 01223-243-535 Open Monday – Friday: 0800-2200 Open Sat: 0900-1700 & Sun: 1000-1600 <a href="https://www.vets4pets.com/practices/vets-in-cambridge/vets4pets-cambridge-barnwell-road/">https://www.vets4pets.com/practices/vets-in-cambridge/vets4pets-cambridge-barnwell-road/</a>
<b><i>Village Vet Milton Hospital</i></b>
26a Cambridge Road, Milton, Cambridge, Cambridgeshire CB24 6AW Phone: 01223-426-600 ER Hotline: 08455-004-247 Email: <a href="mailto:practice.milton@villagevet.co.uk">practice.milton@villagevet.co.uk</a> Open 24 hours, 7 days a week <a href="https://www.villagevet.co.uk/practice/milton/">https://www.villagevet.co.uk/practice/milton/</a>



# MICROCHIPPING REGULATIONS FOR ENGLAND

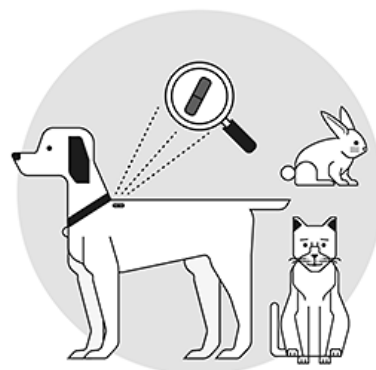
All pet owners must ensure their pet is microchipped and registered with a compliant database. This must be done within 30 days of import into England. Your pet requires an ISO compliant microchip to be registered on a UK database. An ISO microchip returns a unique 15 digit numerical ID number when scanned.

## **What information do I need to include when registering my pet's microchip?**

1. The owner's full name, address, and telephone number
2. The pet's original name and any subsequent names given by the owner
3. The sex, breed/description, and color of the pet
4. The most accurate date of birth of the pet
5. The unique microchip number implanted in the pet

## **Why do I need to register my pet's microchip?**

1. It is a UK law that came into effect 6 April 2016
2. It helps reunification of lost or stolen pets
3. You could be subject to a fine of up to £500!!



## **UK APPROVED DATABASES**

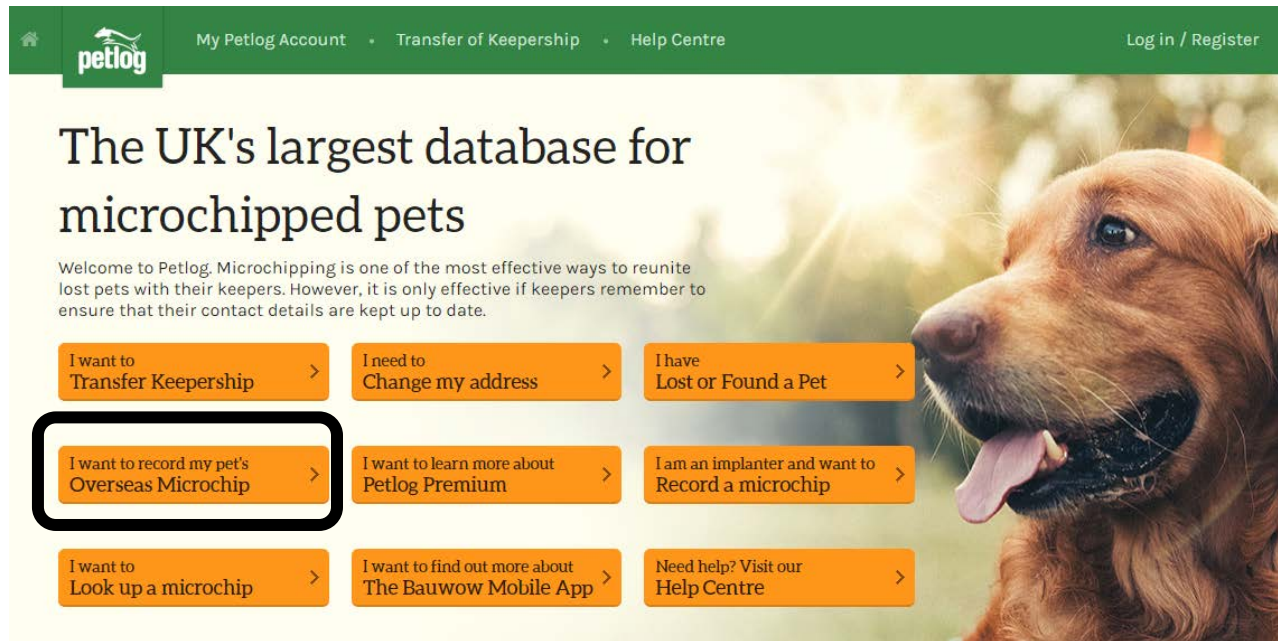
- Animal Microchips: <https://animalmicrochips.co.uk/>
- Animal Tracker: <https://www.animaltracker.co.uk/>
- Chipworks: <https://www.chipworks.co.uk/>
- Identibase: <https://www.identibase.co.uk/>
- MicroChip Central: <https://www.microchipcentral.com/>
- MicroDogID: <https://microdogid.org/DogIdentificationEnquiryUK/>
- National Veterinary Data Service: <https://nvds.co.uk/>
- Pet Identity UK: <https://www.petidentityuk.info/>
- Petlog: <https://www.petlog.org.uk/>
- PetScanner: <https://www.petscanner.com/>
- ProtectedPet: <https://www.protectedpet.com/>
- SmartTrace: <https://smarttrace.org.uk/>
- UK PETtrac: <https://www.pettrac.co.uk/>

Please visit <https://www.gov.uk/get-your-dog-microchipped> or more information.

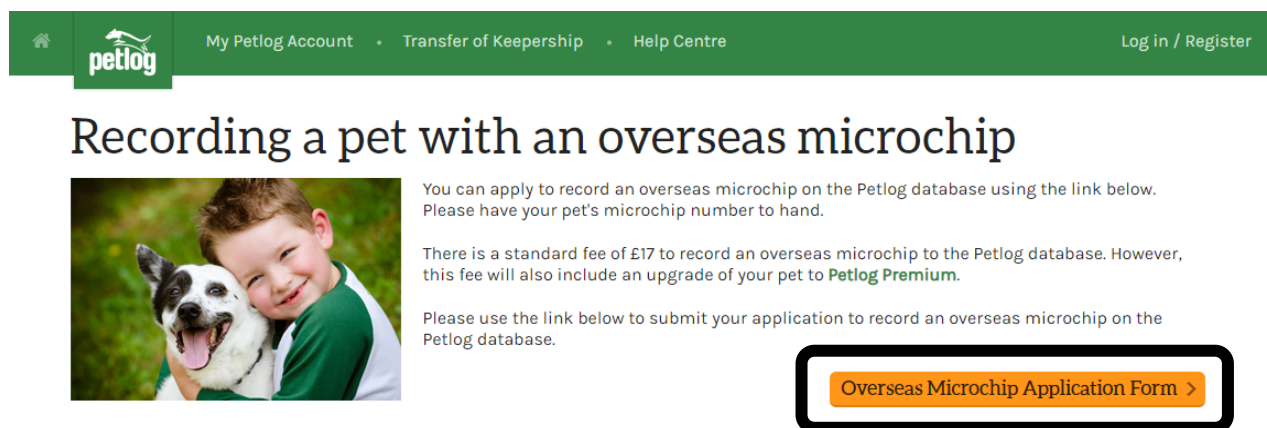
# HOW TO REGISTER YOUR PETS MICROCHIP

(Example using Petlog <https://www.petlog.org.uk/>)

**STEP 1:** Click on “I want to record my pet’s Overseas Microchip” if your pet was microchipped at an American vet clinic.



**STEP 2:** Click on “Overseas Microchip Application Form”, and submit it once completed.



**STEP 3:** Do these steps for every pet you own, and that’s all there is to it!

Please contact the vet clinic at DSN 226-7097 / 01638-527-097 or via email at [usaf.lakenheath.48-mdg.mbx.vet-clinic@mail.mil](mailto:usaf.lakenheath.48-mdg.mbx.vet-clinic@mail.mil) for any questions or inquiries.