



**DEPARTMENT OF THE ARMY**  
VETERINARY READINESS ACTIVITY, ITALY  
UNIT 31401, BOX 54  
APO AE 09630

MCEU-VRA-UK

10 October 2024

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 Veterinary Corps 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 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 6401.18/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 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 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.

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

9. The POC for this memorandum is RAF Feltwell VTF at DSN 226-7097 or [usaf.lakenheath.48-mdg.mbx.vet-clinic@health.mil](mailto:usaf.lakenheath.48-mdg.mbx.vet-clinic@health.mil).

HANA R. DEMARTELAERE  
CPT, VC  
OIC, RAF FELTWELL VTF

*I have read and understand the above.*

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

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