



# Spangdahlem Veterinary Treatment Facility



Please email these forms along with your pet's veterinary records to:  
[usaf.spangdahlem.52-mdg.mbx.sgv-veterinary-services@health.mil](mailto:usaf.spangdahlem.52-mdg.mbx.sgv-veterinary-services@health.mil)

Please allow 3 business days for your information to be entered into our system. You will receive an email confirmation when your account is established & ready for scheduling.

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

## SPONSOR'S INFORMATION

Sponsor's Name: \_\_\_\_\_ Spouse's Name: \_\_\_\_\_

Grade: \_\_\_\_\_ Branch: \_\_\_\_\_ Unit: \_\_\_\_\_ Dual Mil

Mailing Address: PSC \_\_\_\_\_ Box \_\_\_\_\_ APO, AE ZIP Code \_\_\_\_\_ Physical

Address: \_\_\_\_\_

City: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Sponsor Primary Phone: \_\_\_\_\_ Work/DSN: \_\_\_\_\_

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

Primary email communications: \_\_\_\_\_

Commander/Supervisor email: \_\_\_\_\_

## PET INFORMATION

### **PET # 1:**

Has your pet ever been seen at a military facility? If so, which location? \_\_\_\_\_

Pet Name: \_\_\_\_\_ Species: \_\_\_\_\_ DOB: \_\_\_\_\_

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

Microchip #: \_\_\_\_\_ Sex: \_\_\_\_\_ Spayed/Neutered? \_\_\_\_\_

### **PET # 2 (if applicable):**

Has your pet ever been seen at a military facility? If so, which location? \_\_\_\_\_

Pet Name: \_\_\_\_\_ Species: \_\_\_\_\_ DOB: \_\_\_\_\_

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

Microchip #: \_\_\_\_\_ Sex: \_\_\_\_\_ Spayed/Neutered? \_\_\_\_\_

I understand that it is my responsibility to contact the VTF if any changes to the above information occur. I recognize that I am financially responsible for payment, in full, of services rendered at the time they are provided. Furthermore, I understand that just as the VTF staff is expected to treat all patrons in a courteous and professional manner, I too am to extend the same courtesy to each of them. I recognize that the VTF has the right to refuse services should I fail to comply with the above terms.

Print Name: \_\_\_\_\_ Sign: \_\_\_\_\_



**DEPARTMENT OF THE ARMY**  
PUBLIC HEALTH ACTIVITY – RHEINLAND PFALZ  
SPANGDAHLEM VETERINARY TREATMENT FACILITY  
UNIT 3865 APO AE 09126

MCEU-PHA-SP

10 January 2024

MEMORANDUM FOR Spangdahlem Veterinary Treatment Facility (VTF) Clients

SUBJECT: Spangdahlem VTF Client Policy Letter

**1. SPANGDAHLEM VTF ACCESS:**

a. Only persons with a valid U.S. Armed Forces Identification Card are eligible for veterinary services at the Spangdahlem 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 I, 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), the VTF's electronic medical record system, and maintain a valid rabies vaccination. All records at the VTF are maintained electronically only, however, owners may request a printed copy of their pet's record if needed.

b. It is the owner's responsibility to ensure that their pet's vaccinations and medical records are kept current.

c. Transfer of ownership: A transfer of ownership letter is required for the Spangdahlem VTF to transfer ownership of a pet in ROVR and deliver care to the pet under the new 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. Pet Guardians: If a pet is being taken care of by someone other than the owner (hereby referred to as pet guardian) and the pet needs medical care at the Spangdahlem VTF, permission will need to be granted in writing by the owner that the pet guardian may bring the pet in for care. The letter must include the name of the owner, the pet, and the pet guardian and must be signed by the owner. The pet guardian is also responsible to provide payment during the time of the appointment.

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Additionally, other acceptable documentation includes a Power of Attorney and the VTF's Pet Guardian Agreement. Other documentation may be accepted as long as all required information is provided.

e. Owners are responsible for the transfer of their pet's medical records during a Permanent Change of Duty Station, End of Time in Service, or change of ownership.

g. Pet abandonment is a crime in Germany and a violation of the KMCI 32-6003. 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:

a. Due to multiple mission priorities, the Spangdahlem VTF provides medical care for privately-owned animals on a space-available basis and may not have availability on a short notice nor an emergency basis. The Spangdahlem VTF is not an emergency clinic. All emergencies will need to be conducted off-base.

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 there is an outstanding balance, your command may be notified if not paid within the month services were rendered. 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. Surgery appointments are scheduled through the VTF's surgery wait list. Patients can be added to the surgery wait list under the following conditions: the patient is registered in ROVR at the Spangdahlem VTF, the patient has been seen by a provider at the Spangdahlem VTF within 12 months of adding to the list, and the client provides good contact information (email and phone number) in ROVR. Once the patient has been added to the wait list, the VTF staff can provide an estimated wait time for the surgical services to be rendered. When the patient has reached the top of the list, the client will be called to schedule the surgical pre-screen appointment and the surgery appointment. If clients cannot be reached at the phone number and/or email address provided after three attempts, the patient will be moved to the bottom of the list.

f. Health certificates are required for pets PCSing from Spangdahlem and are only valid for 10 days after issued. Appointments should be scheduled as soon as possible to ensure that the appointment is secured within 10 days of traveling. If PCSing to Japan, Hawaii, Guam, or Korea, please contact the VTF as soon as possible to ensure that all country import requirements are met prior to the health certificate appointment.

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It is the owner's responsibility to ensure all import requirements are met, VTF is here to help and produce services that allow travel. Please visit: [aphis.usda.gov](http://aphis.usda.gov) for travel requirements. It is also the owner's responsibility to schedule the health certificate appointment and should make every effort to schedule the appointment with one to two weeks' notice. Last minute scheduling can result in the VTF not having availability to perform the health certificate appointment and clients may be referred off-base for the certificate. Fecal samples are required to be provided for each pet during health certificate appointments. Fecal samples are used to test for intestinal parasites. Any pets that test positive for intestinal parasites are unfit for travel and will be denied a health certificate.

### 4. FACILITY ETIQUETTE:

a. The Spangdahlem VTF can be a dangerous place; 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. In addition, 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 Spangdahlem 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 on time, unless cancelled at least 24 hours in advance (48 hours for surgical appointments), will result in a "No Show". Cancellation day of your appointment will also result in a "No Show". Each "No Show" will be recorded in the patient's record. Two "No Shows" will result in a one month suspension from services and three "No Shows" will result in a 6 month suspension from services. Each subsequent "No Show" will result in subsequent 6 month suspensions from services.

b. All appointments arriving on time will be given priority. If you are running late, please call ahead to inform the staff, in which case efforts will be made to accommodate you. If you arrive more than 10 minutes late without notice, you will be considered a "No Show" for that appointment.

c. Failure to show for a surgical appointment will remove the patient from the surgery list entirely. Patients can be added back onto the surgery wait list after the first surgery no show, but after the second surgery no show, that patient will not be allowed surgical services at the Spangdahlem VTF. Additionally, surgical services may not be rendered to patients who are more than 30 minutes late for surgical appointments, and the patient may be moved to the bottom of the list, depending on the circumstance.

### 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 Spangdahlem VTF or another U.S. Army veterinary clinic

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within the past 12 months. Prescriptions from other Army Vet Clinics can be filled at the Spangdahlem VTF, as long as there are refills remaining in ROVR. It is illegal for the Spangdahlem 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 Spangdahlem VTF or another Army vet 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 eight (8) 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. Heartworm preventative re-fills may be denied if the pet had a negative heartworm test older than six months and the pet was not on prevention after the negative test.

7. EMERGENCY VETERINARY CARE:

a. The Spangdahlem VTF does not provide emergency care for privately-owned animals. Therefore, we strongly recommend that you identify at least one off-base veterinary clinic that provides emergency care and keep contact information available for use in an emergency.

b. The Spangdahlem 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. All clients are expected to read this policy and annotate proof of understanding Spangdahlem VTF Client Policy.

9. The point of contact for this action is CPT Javier Pino at DSN 314-452-9388.

Javier Pino  
CPT, VC  
Spangdahlem Branch  
OIC

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I have read and understand the above information:

Sponsor's Name:

Pet's Name(s):

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

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