

Sigonella VTF: Important Information

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Monday, Tuesday, Wednesday, Friday 0900-1200 and 1300-1600

Per Italian law, **ALL** pets staying in Italy longer than 90 days must be registered with their local ASP. This means that pets affiliated with NAS Sigonella must be dual registered with both the Sigonella VTF and ASP Catania. To register with ASP, your pet must have a valid microchip and be seen in their clinic within 90 days of arrival in Sicily. During your appointment at ASP, your pet's microchip will be scanned and added to the Italian pet database. Please see our clinic staff for more information!

Canine Leishmaniasis is a local disease transmitted by sandflies. If contracted, your pet will continue to be infected throughout his/her lifetime. This can affect future PCS as most areas of the United States restrict the residency of Leishmania-positive animals. It is highly recommended to maintain preventative treatment for your pet throughout your time here at Sigonella. Please ask our team for more information about prevention options.

It is recommended for the wellbeing of your pet to maintain established health programs including monthly heartworm/flea/tick/sandfly prevention, annual vaccinations, and previously prescribed medical management of chronic conditions. Follow-up with our clinical staff to stay up to date on your pet's needs.

If you need refills of your pet's medications, please call or email the clinic at least 3 business days prior to your requested pick-up date. Due to Sicily being an island, it is common for shipping delays to result in limited supplies of medication in stock.

The no-show policy is as follows:

- A. Due to limited appointment availability, it is essential that you cancel appointments you cannot keep. Failure to do so deprives others of needed appointment times. The first "no-show" will be noted in the patient's record without repercussions. The second "no-show" will be noted in the patient's record with service privileges revoked for 30 days. The third "no-show" will be noted in the patient's record, your chain of command will be notified, and you will lose the privilege to make appointments for 6 months. If this pattern continues, your privileges may be revoked permanently.
- B. Arriving more than 10 minutes late will result in your pet's appointment being rescheduled. Depending on availability, your pet may not be seen that day. Please call or email if you are running late to avoid being listed as a "no-show."
- C. Notify the clinic at least 1 business day in advance to cancel an appointment.

If you have any questions, please ask one of our clinic staff. Thank you for entrusting the team at the Sigonella Veterinary Treatment Facility with your pet's care today!