

# Veterinary Medical Center Europe

## PET REGISTRATION FORM

### SECTION 1: (YELLOW FIELDS MUST BE COMPLETELY FILLED OUT)

|                               |                              |  |          |                    |
|-------------------------------|------------------------------|--|----------|--------------------|
| Sponsor's Name (Last, First): |                              | APO Address  |          |                    |
|                               |                              | APO, AE  |          |                    |
| Home Phone:                   | Work Phone (DSN and/or CIV): | Cell Phone:  |          |                    |
|                               |                              |  |          |                    |
| Email Address (Personal):     |                              | Email Address (Full Work: xxx.x.xxx.mil@mail.mil): |          |                    |
|                               |                              |  |          |                    |
| Spouse's Name:                |                              | Sponsor's Employer (Unit):                         |          |                    |
|                               |                              |  |          |                    |
| Sponsor's Employer (Phone):   |                              | Sponsor's Employer (Supervisor/1SG):               |          |                    |
|                               |                              |  |          |                    |
| Branch:                       | Status:                      | Rank:  | Housing: | Last Duty Station: |
|                               |                              |  |          |                    |

### SECTION 2: Pet Information

#### PATIENT #1

|           |      |                                 |                   |        |
|-----------|------|---------------------------------|-------------------|--------|
| Name:     |      | Species:                        | Breed:            | Mixed: |
|           |      |                                 |                   |        |
| Color(s): | Sex: | Date of Birth (MM/DD/YYYY)      | Microchip Number: |        |
|           |      | <input type="checkbox"/> Approx |                   |        |

#### PATIENT #2

|           |      |                                 |                   |        |
|-----------|------|---------------------------------|-------------------|--------|
| Name:     |      | Species:                        | Breed:            | Mixed: |
|           |      |                                 |                   |        |
| Color(s): | Sex: | Date of Birth (MM/DD/YYYY)      | Microchip Number: |        |
|           |      | <input type="checkbox"/> Approx |                   |        |

#### Signature:

The above information is true to the best of my knowledge. I understand that I am financially responsible for any balance incurred for services rendered. In the event that I have an outstanding balance I understand that Kaiserslautern Veterinary Treatment Facility may contact the command.

|                  |             |
|------------------|-------------|
|                  |             |
| <i>Signature</i> | <i>Date</i> |

Revision 20220406

Digitally sign registration form and policy letter with CAC card and then email it to:  
usarmy.landstuhl.phc-europe.mbx.vmce@health.mil



**DEPARTMENT OF THE ARMY**  
PUBLIC HEALTH ACTIVITY RHEINLAND-PFALZ  
UNIT 20256  
APO AE 09067-0256

November 2023

MCEU-PHC

MEMORANDUM FOR Veterinary Medical Center Europe Clients  
SUBJECT: Veterinary Medical Center Europe (VMCE) Client Policy Letter

1. **VETERINARY MEDICAL CENTER EUROPE ACCESS:**
  - a. Only persons eligible for military veterinary services according to AE Regulation 600-700 will be allowed to register at VMCE. Eligibility is dependent on with individual medical support (ILS) and a good standing record of client behavior. Proof of ILS status on valid U.S. Armed Forces Identification Card will be verified during registration. 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), our electronic medical record system, and maintain a valid rabies vaccination. All records are maintained electronically, owners may request a printed copy of their pet's record.
  - b. Pet owners are responsible for ensuring that their pet's vaccinations and medical status remain current.
  - c. Transfer of ownership: A transfer of ownership letter is required for VMCE to transfer ownership of a pet 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 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. 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.
  - e. If a pet is not seen for an appointment for three consecutive years, the pet's record will be placed in an inactive status. After five years of inactivity, the record may be purged.
  - f. Pet abandonment is a crime in Germany and a violation of the UCMJ article 134 (Animal abuse). 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, VMCE 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 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 for the associated fee.
  - e. You are required to send us your pet's medical records from any off base veterinarians before scheduling an appointment or we will assume your pet is not up to date on vaccines and restart accordingly. If you acknowledge this and show up to your appointment with records that need to be reviewed, you will be charged extra fees.
  - f. We are a fear free practice and will not push your pet past his/her stress threshold. If your pet requires extra time to be seen in to accomplish a fear free visit this will be accommodated and charged for the extra time accordingly.
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 or abusive language or action towards any member of VMCE 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, unless canceled at least 24 hours in advance, will result in a "No Show". We understand that last-minute circumstances arise; if you call less than 24 hours in advance 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 ahead to let us know, in which case we will make every effort to accommodate you. If you arrive more than 10 minutes late, you may be asked to re-schedule your appointment.
  - 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 in the patient's record without any repercussions.
    - (2) The second missed appointment will be notated in the patient's record and service privileges will be suspended for 30 days.
    - (3) The third missed appointment will be notated in the patient's record and service privileges 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. This requires that the pet be seen at VMCE or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at VMCE, as long as there are refills remaining in ROVR. It is illegal for VMCE 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 VMCE or another Army Veterinary 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 7 days once notified of fill.
- 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. VMCE does not provide after-hours emergency care for privately-owned animals. Therefore, we strongly recommend that you identify at least one off-base veterinarian that provides emergency care and keep his or her contact information available for use in an emergency.
- b. VMCE 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. The point of contact for this policy is CPT Mayleena Holm at DSN 314-590-1955.

//ORIGINAL SIGNED//  
MAYLEENA S. HOLM  
CPT, VC  
Sections OIC, VMCE

I have read and understand the above information:

Sponsor's Name:

Pet's Name(s):

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

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

**PHONE: DSN 590.1900 CIV 06371.9464.1900**

**OUR MISSION:**

**Support the Kaiserslautern Military Community (KMC) with veterinary care for government owned and privately owned animals.**

Veterinary Medical Center Europe offers comprehensive wellness care, laboratory services, routine surgery, radiology, and advanced surgeries and sick calls when time permits.

We are an appointment based facility, so we do not accept walk-ins due to the large client base we serve. It is highly recommended to establish a doctor/client relationship with a local off-base veterinarian so your pets needs are met in a timely manner. **Our clinic is unable to provide emergency care.** For emergencies please refer to the find-it-guide, local phone book or the listing of off-post veterinarians that is maintained in this packet.

## **PET REQUIREMENTS**

**Registrations:** All pets in the Kaiserslautern Military Community (KMC) must be registered at our clinic. Registration consists of maintaining a current medical record and a valid rabies certificate (for cats and dogs). If vaccines are given to your pet off-base, please bring proof of vaccination so we can update our records.

**Scheduled Appointments:** It is recommended to arrive 15 minutes early to your scheduled appointment. All pets must be leashed or in a carrier at time of appointment. While we do not restrict children from attending scheduled appointments we highly discourage this, as other pets in facility could possibly pose a danger. If you need to cancel or move the scheduled appointment please do so at least 24 hours before appointment so we can fill the open spot. Late or missed appointments may result in a suspension of services for the pet owner.



## **LIVING IN GERMANY**

**Ticks** are common in Germany, especially between the months of March and November; they can even infest pets that spend very little time outside. We recommend that dogs and outdoor cats be treated monthly with a flea and tick preventative; please ask staff for more details

**Heartworm:** Heartworm disease is present in Germany, although at lower levels than in the southeastern US. We recommend keeping your pet on monthly heartworm prevention; this requires proof of a negative heartworm test annually.

**Pet Passports:** If you are planning on travelling Europe with your dog a European Union pet passport is required. The EU Pet Passport is designed to protect citizens from the threat of rabies and certain other diseases. EU rules apply to the movement of animals; pets entering England require an additional tapeworm treatment that is administered by a veterinarian not more than 5 days and not less than 24 hours prior to scheduled arrival time.

## DID YOU KNOW?

- Pet abandonment is a crime in Germany.
- Upon arrival to Germany, register your pet's microchip online ([tasso.net](http://tasso.net)) in the event your pet is lost. See reception for more details.
- If you believe there is a high probability of getting an assignment to Hawaii, Korea, Guam, Japan, or another exotic overseas location, it is important to contact your veterinary clinic as all of these locations require special treatments/lab work that can take up to six months to avoid pet quarantine.

**Pet Abandonment:** Pet abandonment is prohibited per military regulation KMCI 32-6003. If you are unable to find a new home for an unwanted pet, please contact our clinic to get more information on options. [GO HERE.](#)

**Pet Waste:** Please be considerate of others and clean up after your pet. Children playgrounds do not allow dogs and while most German restaurants accept trained dogs to come with their owners to dinner, dogs are not allowed in grocery stores, butcher shops and other shops where fresh food is sold. Some Konditorei, or cafes, don't allow them either.

**On Base Housing:** Pets that live on base housing must have their identification tag on at all times. In addition only two pets are permitted in government housing. Please refer to the KMC Housing Regulation for further information.

**Commercial Breeding:** Breeding your pets for commercial purposes is not endorsed by the military and is prohibited in government housing under AR 40-905 chapter 3 paragraph i., Army veterinary clinics are prohibited from providing medical care in support of breeding for profit.

**Pet Control:** All pets must be leashed or in pet carriers outside of their domicile while in the KMC, including inside the Veterinary Medical Center Europe. Pets running loose may be picked up by Security Police (on base) or the German Polizei (off base) and taken to stray facilities. Violations against these rules may be punished by fines up to 5,000 euro.

**Pet Noise:** Barking has to be kept at a minimum. During quiet hours between 2200-0600 hours and 1300-1500 hours, dog owners must ensure neighbors are not disturbed by barking, whining or howling. Outside these hours, dog owners must ensure dog noises do not last longer than 10 minutes in a row or exceed 30 minutes cumulatively per day.

**PCS stateside:** Whether you are PCS'ing or taking your pet to the states to travel make sure their rabies vaccination is current. The rabies vaccine must be given at least 30 days, but not more than 1 year prior to travel unless a licensed 3 year vaccine was given. A veterinarian must see your pet within 10 days of travel to issue the health certificate.

**Liability Insurance:** With all pets, the owner is legally responsible for anything the animal does. They are subject to lawsuits if, for instance a dog runs a motorcyclist off the road and he is disabled for life. A personal liability policy arising out of ownership of a dog costs about 70 euro a year in Germany. It is not required, but may be a good idea to obtain this insurance.