

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
VETERINARY READINESS ACTIVITY RHEINLAND-PFALZ
OPC 422 BOX 14
APO, AE 09067-9001

MCEU-VRA-VC

08 December 2024

MEMORANDUM FOR Veterinary Medical Center Europe (VMCE) Clients

SUBJECT: VMCE Client Policy Letter

1. References

- a. AE 600-700, Identification Cards and Individual Logistic Support 19 December 2018
- b. AR 40-905/SECNAVINST 6401.1B/AFI 48-131, Veterinary Health Services 29 August 2006
- c. VHS GVM MGT P-001, Eligibility of Patronage in Veterinary Treatment Facilities 02 August 2022

2. Eligibility of Patronage to VMCE

- a. AR 40-905/SECNAVINST 6401.1B/AFI 48-131 states that, "Animals owned by personnel authorized DOD medical care may be examined, have diagnostic tests performed, be immunized, and receive treatment for the prevention and control of diseases or conditions..."
- b. VHS GVM MGT P-001 states that, "Authorized patrons shall be identified by an official form of identification including the DoD Common Access Card with affiliation "uniformed services" on the front of the card, DD Form 2 (retired active duty and retired reserve ID cards), or DD form 2765 (Medal of Honor recipients, 100% disabled veterans, and other eligible categories as described in DoD policy; or by official identification card issued by Military Service of which the patron is affiliated." In general, the reverse side of identification cards will have a labeled "benefits number" which will indicate eligibility for services. Possession of a Common Access Card which is labeled as "Identification Card" on the front is not proof of eligibility."
- c. AE 600-700 restricts the following individuals, who may access DoD medical care, from accessing DoD veterinary care:
 - (1) Retired Reserve Component military personnel (gray-area retiree) and their accompanying eligible dependent Family members.

(2) Family members of U.S. military personnel who remain in Germany after the expiration of the 90-day grace period and whose sponsors have departed directly from Germany on a PCS to a restricted-tour or short-tour area or are residing in Germany whose sponsors are prisoners of war or missing in action.

(3) Un-remarried widows and widowers and unmarried widows and widowers residing in Germany whose spouses were in the U.S. military and died while on AD or in a retired status. This section also applies to 20/20/20 former spouses and accompanying eligible dependent Family members of un-remarried widows and widowers and unmarried widows and widowers.

(4) Unaccompanied dependent children of U.S. military personnel who remain in Germany after their sponsor has departed Germany or reside in Germany after the death of their sponsor.

(5) Retirees who are retired U.S. military personnel who reside in or visit Germany for at least 30 days, veterans who are 100-percent disabled and reside in or visit Germany for at least 30 days, or accompanying eligible dependent Family members of the persons specified above.

d. Veterinary services will not be provided in support of commercial operations that breed or raise animals for sale or profit.

3. Registration and Records

a. All animals must be registered in Veterinary Services Systems Management (VSSM), our electronic medical record system, and maintain a valid rabies vaccination. All records are maintained electronically; however, 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. Pet abandonment is a crime in Germany and a violation of the UCMJ Article 134. Stray animals apprehended by the U.S. law enforcement or the German Polizei will be surrendered to the local animal shelter for adoption.

4. Appointments

a. Patients are seen by appointment only. Due to mission priorities, there is no availability to see walk-ins or emergencies. Please arrive at least 15 minutes prior to your scheduled appointment time to allow time for check-in.

b. Payment is due at time of service. In the event of an outstanding balance, your command may be notified. We only accept credit card payment. The DOD mandates a \$2.00 user fee on every transaction, including retail purchases.

c. Rabies vaccination status must be current for a patient to receive sick call or surgical, or dental services. If there is inadequate documentation showing current rabies vaccination status, the pet will be vaccinated for rabies at time of services. This will incur the normal cost of rabies vaccination.

d. Patient records from care received at off-post veterinary hospitals should be sent in advance of scheduled appointments to allow for adequate review by staff. Failure to provide previous medical documentation prior to appointments may result in redundant care and additional fees.

e. VMCE is committed to low stress handling to ensure employee safety, patient safety, and patient welfare. Appointments may be extended or rescheduled to allow for appropriate management of patient fear, anxiety, and stress.

5. Facility Etiquette

a. There are risks associated with all patient interactions. Children are welcome at VMCE; however, parents and guardians are responsible for their safety and must supervise them at all times.

b. Clients must maintain positive control of their pets inside and outside of VMCE. All pets must arrive on a leash or in a carrier.

c. Profanity or abusive language is not tolerated. Offenders will be asked to leave immediately and will be denied further access to veterinary care.

6. No Show Policy

a. A minimum 24-hour notice is required for appointment cancellation. Failure to cancel in a timely manner will result in a “No Show” and incur the following actions:

(1) The first missed appointment will be notated in the patient's record and the patient will be restricted to being scheduled in the last appointment slot of the day.

(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 permanently revoked.

b. All appointments arriving on time will be given priority. If you are running late, call ahead and we will attempt to accommodate you. Arriving more than 10 minutes late without notifying VMCE will result in a “No Show” and rescheduling of the appointment.

c. Extenuating circumstances will be reviewed on a case-by-case basis to determine exceptions to the No Show Policy.

7. Prescription Medications

a. Prescription medications will not be dispensed without a valid veterinarian-client-patient relationship (VCPR). A valid VCPR requires that the pet have been examined by a veterinarian at VMCE or another US Army Veterinary Treatment Facility (VTF) within the past 12 months. Prescriptions from other VTFs may be filled at VMCE provided there are refills remaining on the prescription.

b. VMCE will not fill prescriptions from off-post veterinary facilities. At the approval of the attending veterinarian, a new prescription may be written and the medication dispensed provided there is an active VCPR.

c. Call in all prescription refill requests at least 7 days 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.

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SUBJECT: VMCE Client Policy Letter

d. Unless waived by the attending veterinarian, heartworm preventives for patients over 6 months of age will only be dispensed with documentation of a negative heartworm test performed within the preceding 12 months.

8. Emergency Veterinary Care

a. VMCE does not provide after-hours emergency care for privately-owned animals. We recommend identifying at least one off-base veterinarian that provides emergency care and maintaining their contact information available for use in an emergency.

b. VMCE maintains a list of off-base veterinary hospitals who speak English and provide emergency services. This may be provided upon request. This list is provided as a reference and does not imply DOD endorsement of any specific veterinary hospital.

9. The point of contact for this memorandum is CPT Huw R. Evans at 314-590-1900 or huw.r.evans.mil@health.mil.

Tricia Culbertson
TRICIA F. CULBERTSON
MAJ, VC
Director, VMCE

I have read and understand the above information. I understand that violation of any of these policies may result in suspension or denial of access to veterinary care at VMCE.

Sponsor's Name:

Pet's Name(s):

Signature: _____

Date: _____

WELCOME TO VETERINARY MEDICAL CENTER EUROPE

MONDAY - FRIDAY: 0730-1600
CLOSED FEDERAL HOLIDAYS / LAST BUSINESS DAY OF MONTH

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) 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.

Host Nation Veterinarians (Tieraerzte) in the Kaiserslautern Community

(The information below is provided as a service to the community. A facilities listing does not indicate an endorsement or a recommendation.) For additional veterinarians, please check the German yellow pages website: www.gelbeseiten.de

All listed veterinarians speak English.

Last Update: February 2024

Clinic Information	Clinic Hours	Payment
Kleintierarztpraxis Dr. Barth Jahnstr 80 67659 Kaiserslautern Telephone #: 06301-5552	Appointment-based clinic: Mon-Fri: 1000-1200 & 1600-1830 Sat: 1000-1200	Euro Visa/MC Accepts VAT forms
Tierarztpraxis Nadine Creutz Leipziger Strasse 108a 67663 Kaiserslautern Telephone #: 0631-3577550	Appointment-based clinic: Mon,Wed,Fri 900-1300 & 1600-1900 Tues, Thurs 900-1300 Sat 1000-1300	Euro EC Card Accepts VAT forms
Tierarztpraxis Anne Grunder Fabrikstraße 16, 66917 Wallhalben Email: info@annegrunder.de Website: http://www.annegrunder.de/ Telephone #: 06375 9943440	Appointment-based clinic: Mon, Tues, Thurs, Fri 0900-1800	Euro EC-card Visa/MC Accepts VAT forms
Tierarztpraxis Dr. Weisgerber Pfaffenbergstr. 88 67663 Kaiserslautern Website: www.tierarztpraxis-weisgerber.de Telephone #: 0631-3112304	Appointment-based clinic: Mon, Tues, Thurs, Fri: 0900-1200 & 1600-1800 Weds: 0900-1300	Euro EC card Accepts VAT forms
Dr Delorme/Goldberg Daimlerstr. 7 66849 Landstuhl Email: frontdesk@landstuhlvet.de Website: www.delorme-goldberg.de Telephone #: 06371-914314 24 hour emergency #: 01719303179	Appointment-based clinic: Mon-Fri: 0800-1900 Sat: 0900-1300	Euro or US dollars EC-card Visa/MC American Express Accepts VAT forms
Dr. Katja Schroeder-Schunck Fabrikstr. 51 66424 Homburg Telephone #: 06841-4585 Website: http://www.kleintierpraxis-schröder.de/	Appointment-based clinic: Mon, Wed, Fri: 1500-1800 Tue, Thurs: 0900-1500	Euro Visa/MC Accepts VAT forms
Tierarztpraxis Dr. Schilling-Knapp Kaiserstr. 60 66849 Landstuhl Email: info@tierarzt-schilling-knapp.de Website: www.tierarzt-schilling-knapp.de Telephone #: 06371-3300	Appointment-based clinic: Mon & Thurs: 1000-1200 & 1700-1900 Tues & Fri: 1000-1200 & 1600-1800 Sat: 1000-1200	Euro EC card Accepts VAT forms
Tierarzt Michelberger Kindsbacherstr. 9 66877 Ramstein Email: info@tierarzt-michelberger.de Website: www.tierarzt-michelberger.de Telephone #: 06371-70040	Appointment-based clinic: Mon-Friday: 1000-1200 and 1600-1900 Sat: 1000-1200	Euro EuroCard Visa/MC Accepts VAT forms
Tierarztpraxis Andres De Lima Auf Der Pick 2b 66849 Landstuhl Email: info@tierarztpraxis-ivs.de Telephone: 06371-918-8440 Emergency: 0176-7459-9935	Appointments and Walk-ins Mon-Fri: 0800-1900 Sat: 0900-1300	Euro Visa/MC Cash Accepts VAT Forms
Tierarztpraxis C. Scotland Friedenstraße 68A, 67657 Kaiserslautern Telephone: 0631-93177 Website: https://www.tierarzt-scotland.de/	Appointment based clinic: Mon, Weds: 1100-1300 and 1600-1900 Tues, Thurs, Fri: 1000-1200 and 1500-1800	Euro EC-card Visa/MC Accepts VAT forms

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All listed veterinarians speak English.

Last update: February 2024

Clinic Information	Clinic Hours	Payment
Dermatology Specialist Tierdermatologie Dr. Wildermuth Borsigstraße 7a 65205 Wiesbaden-Nordenstadt Telephone: 06122-707-280 Email: info@tierdermatologie-wildermuth.de Homepage: www.tierdermatologie-wildermuth.de/index.php	Appointment based clinic: Mon, Tues, Weds, Fri: 0900-1200 & 1400-1700 Thurs: 0900-1200	
Tieraerztlich Klinik Birkenfeld Veterinary Hospital Am Schönenwald 55765 Birkenfeld - 39 miles from Kaiserslautern Email: info@t-klinik.de Homepage: www.t-klinik.de Telephone #: 06782-109090 24 hour emergency #: 01607114440	Appointment based clinic Mon-Fri: 0800-2000 Sat: 0900-1730	Euro/dollars EuroCard Visa/MC Accepts VAT forms for bills over 50€
Tieraerztliche Praxis Dr. Roesch Dr. Siebenpfeiffer-str. 13 67454 Haßloch - 43 miles from Kaiserslautern Email: info@roesch-tieraerzte.de Homepage: roesch-tieraerzte.de Telephone #: 06324-989498 24 hour emergency # 0171-7918281	Appointment/walk-in clinic Mon-Fri (Appt only) 0800-1000, 1500-1700 Mon-Fri (walk-in) 1000-1200, 1700-1900 Sat: 0800-1100 Sun: 1000-1100	Euro, EC card, Visa/MC Accepts VAT forms
Tierklinik Hofheim Katharina-Kemmler Str. 7 65719 Hofheim - 70 miles from Kaiserslautern Homepage: tierklinik-hofheim.de Telephone #: 06192-290290 (automated answering machine in German; stay on line and you will be connected with reception) 24 hour emergency #: 06192-290290	Appointment-based clinic Mon, Wed, & Thurs: 0800-2200 Tue, Fri, & Sat: 0800-1900	Euro, EuroCard, Visa/MC Accepts VAT forms
Tierklinik Elversberg Huttenstr. 20 D-66583 Elversberg Telephone: 0682-117-9494 Email: mail@tierklinik-elversberg.de	Appointment/Walk-ins Mon-Fri: 0800-2000 Sat & Sun: Emergencies	Euro, Visa/MC Accept VAT forms

Don't forget to
Register your pet's microchip!

www.tasso.net/registration

Important: Please enter physical German address. Do not use APO address
 Tasso is non-profit, so if you wish to donate go to this link: **www.tasso.net/ihre-spende/online-spenden**

