



DEPARTMENT OF THE ARMY
VETERINARY READINESS ACTIVITY RHEINLAND-PFALZ
ANSBACH VETERINARY SECTION
OPC 454 BOX 48
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MCEU-VRA-AN

09 October 2024

MEMORANDUM FOR Ansbach VTF Clients

SUBJECT: Ansbach VTF Client Policy Letter

1. VETERINARY TREATMENT FACILITY ACCESS:

a. Only persons with a valid U.S. Armed Forces Identification Card are eligible for veterinary services at VMCE. 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 Veterinary Services Systems Management (VSSM), 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. Upon completion of registration with the Veterinary Clinic, clients living on base will provide a copy of their registration form to the base housing office.

d. Transfer of ownership: A transfer of ownership letter is required for the Ansbach VTF to transfer ownership of a pet in VSSM 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 in the new owner's name, the previous owner remains legally and financially responsible for the pet.

e. Owners are responsible for transferring their pet's medical records during Permanent Change of Duty Station (PCS), End of Time in Service (ETS), or change of ownership.

f. 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.

g. Pet abandonment is a crime in Germany and a violation of the Uniformed Code of Military Justice (USMJ) 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, the Ansbach VTF 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 arrived 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 care 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 service.

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 time 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 towards any member of the 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, unless cancelled *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 5 minutes later, you may be asked to re-schedule your appointment.

c. All appointments that are considered to be a “No Show” will be annotated in the patients record. The repercussions are as listed below:

(1) The first missed appointment will be annotated in the patient’s record without any repercussions.

(2) The second missed appointment will be annotated in the patient’s record and service privileges will be suspended for 30 days.

(3) The third missed appointment will be annotated 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 the Ansbach VTF or another US Army Veterinary Clinic within the past 12 months. Prescriptions from other Army Veterinary Clinics can be filled at Ansbach VTF, as long as there are refills remaining in VSSM. It is illegal for the 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 in under our care for at Ansbach VTF 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 30 days.

d. Heartworm preventative for animals over 6 months of age will only be dispensed with written proof of a negative test performed within the preceding 12 months, unless waived by the attending Veterinarian.

7. EMERGENCY VETERINARY CARE:

a. The VTF does not provide after-hours or 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 their contact information available for use in an emergency.

b. The Ansbach 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. The point of contact for this policy is CPT Rachael Webber at rachael.e.webber.mil@health.mil or DSN: 314-590-1214.

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