



DEPARTMENT OF THE ARMY
Northern Europe District Veterinary Command
Hohenfels Branch, CMR 414, Unit 28216, APO, AE 09173
Hohenfels, Germany

REPLY TO
ATTENTION OF

MCVS-EUN-GR

18 November 2009

MEMORANDUM FOR DISTRIBUTION

SUBJECT: HOHENFELS VETERINARY TREATMENT FACILITY POLICIES

1. All persons using this facility must present either a U.S. Armed Forces Identification Card and Privilege Card (DD Form 2A), or a Uniformed Services Identification and Privilege Card (DD Form 1137).
2. Payment is due upon completion of the services. Medications, services, and goods are non-refundable.
3. Prescriptions from off-post veterinarians will not be filled at the Hohenfels Veterinary Treatment Facility (VTF) IAW Command Policy C-10 dated 16 March 2009. All refills must be submitted to the Veterinary Treatment Facility one (1) week prior to pick-up.
4. We operate on an appointment only basis. Military Working dogs take priority over all privately owned animals. Clients on orders that require health certificates for their pets have priority over routine appointments. All animals must be on a leash or in a transport carrier and under the owners control at all times.

No Show Policy – Late Check in Policy.

Due to mission dictates, a limited number of appointments and surgeries are available, please call to reschedule or cancel your appointment at least 24 hrs in advance. If your appointment is the first duty day of the week, cancellations must be made before 0900 on the day of the appointment to cancel or reschedule. If the VTF is not notified before 0900 and you fail to show, this will be considered a "No Show" appointment. In the event 3 No Show's occur in 12 months, you may lose access to services for 6 months. Clients who are more than 15 minutes late for an appointment may be considered a "No Show" and may not be seen. If you cannot be seen you will be provided an opportunity to reschedule for the first available appointment.

1. First NO SHOW: A warning letter will be sent to the client.
2. Second NO SHOW: A warning letter will be sent to the client and the client's commander.
3. Third NO SHOW: A six month suspension of all veterinary service privileges. **Suspension DOES NOT absolve the owner of registration requirements, vaccinations, being a responsible owner, or taking pet to be treated for illness as civilian veterinary services are available.**
4. First SURGERY NO SHOW: A six month suspension of all privileges. The pet must meet pre-surgical requirements before rescheduling surgery.

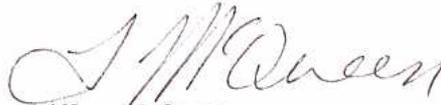
_____ Initials

5. **Children in the VTF:** Placing children in confined areas with unfamiliar animals that may be aggressive, undisciplined and poorly socialized exposes them to the risk of serious injury. If you choose to bring your children with you, the VTF will not be responsible for any injuries. If your children are deemed unruly or disruptive, you may be asked to leave and to reschedule your appointment for a less busy time. **Individuals under the age of 18 years are not allowed to restrain pets under any circumstances.**

6. Breeding or studding of your pet will result in no access to our services, IAW AR 40-905. Breeding or studding animals is not authorized in Government quarters.

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- 7. All pets must be registered with the VTF within 2 weeks (14 days) of arrival, adoption, or acquisition of pet to installation. When adopting pets from a private owner or giving pets up for adoption, you must obtain an adoption form from the VTF or provide written documentation signed by both the previous and new owner. You can not clear the Veterinary Clinic without proof of ownership or proof that the pet(s) has been properly processed to travel to the states.
- 8. **You must bring a copy of your pet's health certificate or proof of transfer or ownership before you can clear the VTF for out processing.** Plan your final out accordingly and be sure to check with the VTF prior to the time you wish to clear to ensure we will be open.
- 9. This list of policies is not all-inclusive and questions should be brought to the attention of the VTF NCOIC or OIC.



Tiffany McQueen
CPT, VC
OIC, Hohenfels Branch, NEUDVC

Your signature below indicates that you have read and that you understand the policies established in this memorandum and that you have been given a copy for future reference.

Sponsor Print Name/ Spouse Printed Name

Sponsor Signature/ Spouse Signature

Date