

# Fort Campbell Veterinary Treatment Facility

## Pet Registration Form

### Client Information

Sponsor's Last Name:		Sponsor's First Name:		MI:	Spouse's First and Last Name:	
Grade/Rank:	Dual? Y/N	Unit/Company/Retired:			Service Branch: (e.g. Army)	
Home Address:			City:		State:	Zip:
Primary Phone:		Work Phone:		Cell Phone:		
Spouse/Alt. Phone:		Email(s):				

### Pet Information

Pet's Name:		Species:		Microchip Implanted:		yes	no
		dog	cat	If known, microchip#:			
Breed:				Color:			
Sex:		Spayed/Neutered:			Age/DOB:		
male	female	yes	no				
Past vaccine reactions:		Pet has shown aggression in the past:			Pet needs a muzzle:		
yes	no	unknown	yes	no	unknown	yes	no

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yes	no	unknown	yes	no	unknown	yes	no

# Prescription Policy

Prescription hours are from 9:00-15:00.

Prescriptions will be ready for pick-up 2 business days after being requested. This includes changes to existing prescriptions.

Prescription requests can be made in person, by telephone, or through our automated prescription line, which can be accessed 24/7 by calling our main phone line at 270-798-3614.

Please plan ahead for holidays and weekends.

Initials: \_\_\_\_\_





DEPARTMENT OF THE ARMY  
VETERINARY READINESS ACTIVITY, FORT KNOX  
289 IRELAND AVE, BLDG 1022, SUITE 213  
FORT KNOX, KY 40121-5111

MCHB-RN-K

13 May 2025

MEMORANDUM FOR All Veterinary Center Clients

SUBJECT: Fort Campbell Veterinary Center (VETCEN) Policies

1. **Welcome!** – Thank you for entrusting Fort Campbell Veterinary Center in the care of your pet. Our primary mission is to provide complete veterinary care for all Government-Owned Animals (i.e. Military Working Dogs). Our staff understands how important your pet is to you and with that in mind, we also offer many types of routine care services for the pets of military families. Please help us to provide the best service we can to each of your military communities by understanding and complying with our clinic policies. Please arrive 10-15 minutes prior to your scheduled appointment time to allow time for check-in. \_\_\_\_ (initials)

2. **Scope of Services** – During clinic hours the VETCEN provides the following types of services to privately owned animals: preventive veterinary services (wellness screenings, immunizations, de-worming, etc.), health certificates for domestic and international travel, limited sick-call examinations and medical treatment, and limited elective surgical procedures (spays, neuters, dental cleanings, etc.). Our facility is not staffed at a level to provide overnight hospitalization or after-hours emergency care; you will need to seek veterinary care at a local, civilian veterinary facility. We strongly recommend that clients develop a client-patient relationship with a local civilian veterinarian in order to meet these needs, when required. \_\_\_\_ (initials)

3. **Emergency Care** – Pets requiring care beyond the capabilities of the VETCEN or emergencies occurring after duty hours will be referred to a local civilian veterinarian. \_\_\_\_ (initials)

4. **100% ID Check** – All personnel obtaining services from the VETCEN must present either a United States Uniformed Services CAC or a United Services Identification Privilege card. \_\_\_\_ (initials)

5. **Registration** – All animals residing on Fort Campbell must be registered with the VETCEN within 3 working days of arrival and records must be updated annually. A current rabies vaccination is required for all pets. All canines residing on Fort Campbell must be microchipped, vaccinated for Rabies, Distemper/Parvo (DAPv), and parainfluenza IAW AR 40-905 and Fort Campbell Installation Policy. All animals must receive a rabies vaccination according to State regulation. Dogs living off post are required to be licensed and registered with local municipalities in accordance with local laws. \_\_\_\_ (initials)

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6. **Appointments** – Pets are seen for care on a space available, appointment basis. Appointments vary, depending on the availability, personnel, and other essential mission requirements. Appointments are subject to cancellation or rescheduling at any time due to a government owned animals' needs. Appointments can be made during normal business hours by phone or in person. The VETCEN is closed on weekends and Federal Holidays. Walk-in appointment availability is rare and will typically be referred to local civilian veterinarians. \_\_\_\_ (initials)

7. **Missed Appointments** – Due to our high caseload and limited appointment availability, it is essential that you cancel appointments that you cannot keep. Failure to do so deprives others of needed appointment times. Appointments are limited so please be considerate of the others in your community by calling to cancel an appointment at least 24 hours in advance. No-shows include canceling an appointment less than 24 hours prior to the appointment time, arriving more than 10 minutes late for an appointment, or not arriving for an appointment at all. A no-show will be assessed for each pet if multiple pet appointments are made. Each no-show will be documented in the patient record and is visible at all military veterinary facilities. The sponsor's command will be notified when a soldier or dependent no-shows for an appointment. No-show appointments can result in the termination of services at the VETCEN at the sole discretion of the clinic OIC or NCOIC. \_\_\_\_ (initials)

Service Member's First Line or Supervisor:

\_\_\_\_\_

First Line or Supervisor's phone number:

\_\_\_\_\_

8. **Microchips** – Please update your contact information with your pet's microchip company. \_\_\_\_ (initials)

9. **Prescriptions/Medications** – IAW federal law, prescription medications will not be dispensed without a valid veterinarian-client-patient relationship (VCPR). This requires that the pet be seen by a military practitioner within the past 12 months for the particular medical issue and have a current medical record. Prescription refills require 48-hour notice and sometimes longer depending on the medication. Prescription requests can be made in person, by telephone, or through 3<sup>rd</sup>-party online pharmacies. Please call in prescription refills at least one week prior to medication running out to ensure its availability. \_\_\_\_ (initials)

10. **Children** – Due to safety considerations, the risk of transmission of zoonotic diseases and the risk of animal bites, children under the age of 12 years must be always accompanied by an adult or guardian. Clients with unsupervised children who create a danger to themselves, our patients, or our staff may be asked to leave the VETCEN and reschedule the appointment. \_\_\_\_ (initials)

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11. **Leash Policy** – All animals brought into the VETCEN must be on a leash or in a carrier. For the safety of our patients, clients and staff, please do not allow young children to have sole control over animals. \_\_\_\_ (initials)
  
12. **Pet Messes** – Owners are responsible for any messes their animals leave in and around the clinic to include the grounds surrounding the clinic. Please pick up after your pet and dispose of the waste properly. There is a pet waste receptacle for your convenience outside the front entrance. \_\_\_\_ (initials)
  
13. **Aggressive Pets** – Please notify the VETCEN if your animal has a history of aggression. This is for the safety of all clinic personnel, patients, and clients. For animals deemed overly aggressive, services may be refused or alternate exam dates may be scheduled with a future care plan and possible medication. \_\_\_\_ (initials)
  
14. **Breeding** – Animals that are used or planned to be used for breeding purposes are not authorized services at the VETCEN, IAW AR 40-905. \_\_\_\_ (initials)
  
15. **Power of Attorney** – A special or general power of attorney is required, authorizing another individual other than the military sponsor or family member to make veterinary medical treatment decisions on behalf of the sponsor for the care to be provided. The local Legal Assistance Office can assist with this. Please keep this in mind when planning for extended absences or deployments. \_\_\_\_ (initials)
  
16. **Transfer of Ownership** – A transfer of ownership letter is required to transfer ownership of an animal from one owner to another. This must include the name, address, phone number, last four of the SSN of the previous and new owner(s), and be signed by the previous owner. Until a transferred pet is de-registered from the original owner and registered under the new owner's name, the previous owner remains legally and financially responsible for all costs associated with the pet. \_\_\_\_ (initials)
  
17. **Pricing** – Our pricing is typically lower than services provided at a civilian facility. Prices are set by an external authority and are subject to change at any time. There is a congressionally mandated \$2 user fee applied to all invoices. \_\_\_\_ (initials)
  
18. **Payment** – Payment is due upon completion of service. There is no billing or extended credit at Fort Campbell VETCEN. We accept Check, Visa, MasterCard, and Discover. \_\_\_\_ (initials)
  
19. **Respect for Employees** – The VETCEN prioritizes a culture of respect for all civilian employees and Military Service Members. To maintain our culture of respect, we hold all clients to the highest standards of respect and appropriate behavior. Services will be refused and potentially initiate termination of services if a client engages in behavior that is viewed as disrespectful towards any employee, service member, or client of the Fort Campbell VETCEN. \_\_\_\_ (initials)
  
20. Before Services can be provided, this memorandum must be initialed and signed.

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21. POC for this memorandum is the undersigned at 270-956-2861.

D'JANAI BUTLER  
CPT, VC  
Branch Chief

I have received a copy of this memorandum.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature