

Fort Campbell Veterinary Center

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	Has your pet ever been seen at another military facility?	
	yes	no
Pet's Name:		Species:
		dog cat
Breed:		Color:
Sex:		Spayed/Neutered:
		male female yes no
Past allergic reactions:		Pet has shown aggression in the past:
		yes no unknown yes no unknown
		Pet needs a muzzle:
		yes no

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		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
PUBLIC HEALTH ACTIVITY FORT KNOX
289 IRELAND AVE., BLDG 1022, SUITE
213 FORT KNOX, KY 40121-5111

MCHB-RN-K

03 Aug 2021

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 our 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.). Military VETCEN's are 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 military 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 with the VETCEN. A current rabies vaccination is required for all pets. All canines residing on Fort Campbell must be vaccinated for Rabies, Distemper/Parvo (DAPv), and parainfluenza IAW AR 40-905 and Fort Campbell Installation Policy. All animals must

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receive a rabies vaccination according to State regulation. Dogs living off post are required to be licensed and registered with the City of Clarksville. ____ (initials)

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 by calling or by stopping by the VTF during normal business hours. The VETCEN is closed on weekends and Federal Holidays. Additionally, the VETCEN closes at noon on the last working day of the month for inventory. ____ (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. Being over 10 minutes late to an appointment may result in the appointment needing to be rescheduled and will be considered a "no-show." The veterinary staff will make every effort to accommodate, but other clients and patients must be considered. ____ (initials)

****No-shows include cancelling 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 veterinary facilities. **The sponsor's command will be notified when a soldier or dependent no-shows for an appointment.** After two no-shows within six months, appointments must be made through the VETCEN NCOIC for a period of one calendar year. After three no-shows within a six month period, appointments must be made through the VETCEN OIC for one calendar year.****

8. **Microchips** - Please update your contact info with the microchip company. ____ (initials)

9. **Exam Fees** - Wellness Exam fee of \$35 or Recheck fee of \$15. There is a congressionally mandated \$2 user fee applied to all invoices. ____ (initials)

10. **Prescription/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 at the VTF 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. Please call in prescription refills at least one week prior to medication running out to ensure its availability. ____ (initials)

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****If advance notice is not given, the medication may potentially not be available for pick-up.*

11. **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 accompanied by an adult or guardian at all times. 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. It is a priority for us to foster a safe environment for everyone. ____ (initials)

12. **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)

13. **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)

14. **Payment** - Payment is due upon completion of service. There is no billing or extended credit at Fort Campbell VETCEN. We accept Check, Cash, Visa, and MasterCard. ____ (initials)

15. **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)

16. **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)

17. **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)

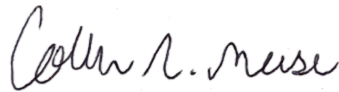
18. **Transfer of Ownership** - A transfer of ownership letter is required to transfer ownership of an animal from one owner to another. This must include the name, address, phone number, last four of the SSN of the previous and new owner(s), and be signed by the previous owner. Until a transferred pet 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 for the pet. ____ (initials)

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19. Before services can be provided, this memorandum must be initialed and signed.

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



Colleen N. Meuse

CPT, VC

OIC, FORT CAMPBELL VETCEN

I have received a copy of this memorandum.

Print Name

Date

Signature

UPDATING YOUR PET'S MICROCHIP

Have you recently moved or changed your contact information?

If yes, please make sure to update your pet's microchip information so if they are lost they can come home.

HOME AGAIN

www.homeagain.com

*Will need to know username and password in order to access online account

1-888-466-3242

*No fee to update information

PETLINK

www.petlink.net

1-877-petlink

AVID

www.avidid.com

1-800-336-2843

*\$6 fee or free for active military members only to update information

24PETWATCH

<http://www.24petwatch.com>

1-866-597-2424