

MCBH VTF POLICIES AND CLIENT RESPONSIBILITIES

We would happily see your pet for routine vaccinations, puppy/kitten vaccination series, annual exams, minor sick calls, as well as the sale of prevention medication. We do not provide any surgical care (including spay and neuter) or dentals.

We only accept Visa, MasterCard, and checks.

Mission Statement

Our mission is to provide veterinary care to our Military Working Dogs (MWD) and to protect our service members, family members, and civilians by controlling, treating and preventing the spread of transmittable diseases. Within OCONUS, military veterinary facilities are authorized to treat transmittable diseases between humans and animals. We may refer your pet to a civilian veterinarian for the treatment of non-communicable conditions. Our goal is to provide quality professional veterinary care in a timely manner to all authorized personnel and their privately owned animals.

Client Information and Responsibilities

1. We can only provide service for personal pets of Active Duty Military, Retired Military Members, Activated National Guard, Reservists with Orders and their dependents. A valid Military ID should be provided at each visit.
2. Due to the multiple missions and priorities of the US Army Veterinary Treatment Facility and its soldiers, it is crucial that you always have a **PRIMARY CIVILIAN VETERINARIAN** for after-hours, surgical, in-patient, routine and emergency care.
3. All cats and dogs kept on Army Installations on Oahu are required to have an identification microchip implanted (USAG-HI-21). To comply with the MCBH animal control regulations, all pets over 4 months in military housing are required to have a current rabies (cats and dogs), DA2PP (dogs only), leptospirosis (dogs only) FVRCP (cats only), and Leukemia (cats only) vaccination.
4. **Walk-ins are occasionally seen on a case-by-case basis** based on veterinarian availability. We recommend scheduling appointments 2 weeks in advance to ensure an appointment time is available.
5. Your pet must have established a Doctor/Client relationship and Health Record with our clinic before we may dispense any drugs (vaccines), prescription drugs, to include heartworm preventative.
6. Notify MCBH VTF if someone other than you will have permission to bring your pet in or make purchases on your account for your pet. The caretaker will need to present a power of attorney authorizing veterinary care and be responsible for the bill at time of service.
7. **This Clinic has a strict NO-SHOW policy in effect.** Due to the high volume of patients needing to be seen and the limited amount of space and time; No Shows affect our ability to properly serve the military community. A No-show constitutes not giving 24 hour cancellation notice, arriving **10 minutes** past the appointment time without notice and having to be rescheduled OR not arriving to the appointment at all. **TWO No-shows** in a 1 year period will result client speaking with NCOIC or OIC. **THREE No shows** within a 1 year period results in a loss of privileges for 1 year at MCBH Veterinary Treatment Facility.
8. All product sales are final. Exchanges or returns will be made on case by case basis and approved by the clinic OIC/ NCOIC.
9. We will provide professional veterinary care at all times and ask for the same courtesy and professionalism in return.
10. Only pets with scheduled appointments are allowed to be present in the facility.
11. **Payment is due at the time services are rendered.** We do not accept care credit and we do not have payment plans.
12. All dogs are required to either be on a leash or in a carrier. All cats should be in carries. Animals will not be removed from carries while in the waiting room. Owners are required to clean up after their pets and maintain control of their pets at all times.
13. We reserve the right to cancel scheduled clinics of privately owned animals should an emergency arise with a Military Working Dog.
14. For their safety, please make every attempt to avoid bringing children under the age of 12 into the clinic during clinic hours. Children cannot be left unattended either in a vehicle or outside the clinic while parents are seeking our services or are keeping an appointment.
15. Any animal used for breeding purposes, to include stud service and breeding bitches and queens are not authorized to use this facility (IAW AR 40-905).
16. Tobacco product use, to include smokeless tobacco, is prohibited on the VTF campus which includes the building, exterior awnings, and parking lot.

By signing this statement, you agree that you have been informed of these policies. You agree to abide by these policies and agree to the responsibility of informing all family members of these policies. You may be asked to reschedule your appointment or lose privileges to the facility for non-compliance.

PRIVACY ACT STATEMENT

Authority: Title 10, United States Code, Section 3013, 5013, and 8013

Principle Purpose(s): To Insure that veterinary care, treatment, immunizations, etc. provided animals of authorized owners are recorded.

Routine Uses: Used to maintain health records of Animals and to locate animal owners for follow-up notification of care or treatment received.

Disclosure: Providing personal information is voluntary. If information is not provided, animal will not be given veterinary care

Last Updated 01/20/2017 AN