

Policy Letter
Client Responsibility
US Army Veterinary Treatment Facility

Your cooperation in adhering to the following policies will be greatly appreciated. These policies are designed to ensure the safety of you, as well as your pet(s).

- All dogs entering the Veterinary Treatment Facility will be on a leash, or in a carrier. All cats entering the facility will be in a carrier. You will be expected to restrain your pet during examination. If you are unable to do so you are encourage to bring a friend for helping.
- Due to the limited number of appointments available for private animal care, we must enforce the following appointment policies (MCVS-GPP-PB SOP AM-2 Sec 3-d):
 - If a client does not keep an appointment, or arrives late for an appointment, a “No Show” will be documented in the pet’s record.
 - When two “No Shows” are documented in the record, the client will lose veterinary privileges at BAFB for six months, and your Chain of Command will be notified. If a third “No Show” is documented, the veterinary privileges will be revoked permanently and your Chain of Command will be notified.
- Appointments may be cancelled, provided you call to cancel at least 24 hours prior to the appointment time. Appointment cancellations will not be accepted through phone messages; you must call back and speak to a staff member.
- Veterinary Services will not be provided in support of any commercial operation which raises animals (pets or livestock) for profit. (AR 40-905, Sec 3-2) The clinic will provide initial vaccinations to one litter of puppies or kittens per household but will suspend Veterinary Services to the household until the mother’s spay certificate has been presented at the clinic.
- The information requested in this record (including SSN) is protected by the Privacy Act of 1974. This information will be used to make positive identification and determining eligibility for services provided by BAFB Vet SVS. Disclosure of this information is voluntary, however failure to provide requested information may result in delay, or denial of services.

BAFB Veterinary Services is constantly striving to provide the best quality, low cost Veterinary care possible within the constraints of our facility and regulations.

Dr. Darrin Olson, DVM
Barksdale AFB VTF

I (print name) _____ have read and understand the above stated policies. I understand that if I am not in compliance with the above stated policies (as well as other applicable base policies regarding privately-owned pets) and that if I refuse to sign this policy letter, veterinary services may be denied.

Signature _____ Date _____

DUE TO THE OCCAISIONALLY UNEXPECTED ANIMAL BEHAVIOR

PLEASE BE ADVISED THAT OUR CLINIC STRONGLY RECOMENDS THAT ANY PERSONS UNDER THE AGE OF 12 YEARS OLD SHOULD NOT ENTER THIS FACILITY FOR THEIR SAFETY AS WELL AS FOR THE SAFETY OF OTHERS.

**RESPONSIBLE PARTY OF ANIMAL (S)
MUST BE AT LEAST 18 YEARS OF AGE.**