



**DEPARTMENT OF THE ARMY**  
**PUBLIC HEALTH ACTIVITY- FORT LEWIS**  
**9030 5<sup>TH</sup> STREET**  
**JOINT BASE LEWIS-MCCHORD, WA 98433-9500**

MCHB-RPL-BW

14 August 2020

MEMORANDUM FOR Clients of NAS Whidbey Island Veterinary Treatment Facility (VTF)

SUBJECT: NAS Whidbey Island Veterinary Treatment Facility (VTF) Policies

Please read the following policies prior to receiving services at the VTF:

1. \_\_\_\_\_ All persons using this facility must present a U.S. Armed Forces Identification Card. Services are authorized for animals owned by personnel authorized DoD medical care.
2. \_\_\_\_\_ Services are provided by appointment ONLY. Appointments can be made in person or by calling (360) 257-2001.
3. \_\_\_\_\_ For the safety of pets and owners, dogs entering this facility must be on a leash and cats must be in a carrier or enclosed box.
4. \_\_\_\_\_ Missed Appointment (NO-SHOW): Due to the limited number of available appointments and high need for appointments, please call at least 24-hours prior to canceling or rescheduling your appointment. This will allow the VTF to schedule another patient for that appointment time. If you arrive more than 10 minutes late, your appointment will be considered a NO-SHOW and services may not be provided as scheduled. If you do not show up for an appointment that you have not cancelled or rescheduled at least 24 hours before, it will be considered a NO-SHOW. Each animal that has an appointment will be considered a NO-SHOW, as each animal is allotted an appointment time. The total NO-SHOW count is considered for all patients combined.
5. \_\_\_\_\_ If children are brought to the VTF, they must be under strict parental supervision and control at all times. They must not be permitted to interact with other animals in the VTF. If at any time, children are behaving unsafely or being disruptive, your appointment may be rescheduled for the safety of your child and others. Please refrain from bringing more children than you can safely manage at the same time as controlling your pet(s).
6. \_\_\_\_\_ Payment is due at the time of services by check, cash, or credit card (Visa, Master Card or Discover). Payment using another individual's credit card is not authorized.
7. \_\_\_\_\_ Per AR 40-905, veterinary services will not be provided in support of any commercial operation raising animals for profit. The government does not subsidize the breeding of pets for commercial gain or profit.

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8.\_\_\_\_\_This facility does not provide emergency services except to prevent undue suffering or to save the life or limb of animals, before referring such cases to a civilian practitioner.

9.\_\_\_\_\_Federal law prohibits the dispensing of certain medications without an established veterinarian-client-patient relationship. Federal law also prohibits the filling of prescriptions written by off-installation veterinarians for prescription drugs. We cannot act as a pharmacy and fill prescriptions written for your pet by another vet clinic.

10.\_\_\_\_\_In accordance with public law, a \$2.00 user fee will be charged for each transaction at the VTF. This fee is paid to the U.S. Treasury.

11. Thank you for reading the above information. We look forward to providing quality medical care to your pets and friendly customer service. If you have any questions, please feel free to talk to any staff member.

HAYLEY M. BRUTON  
CPT, VC  
Whidbey Island Branch Chief

I have read and understand the above policies for the NAS Whidbey Island VTF and will comply with said policies:

CLIENT NAME:\_\_\_\_\_DATE:\_\_\_\_\_

CLIENT  
SIGNATURE:\_\_\_\_\_