



DEPARTMENT OF THE ARMY  
PUBLIC HEALTH ACTIVITY-GUAM  
PSC 455 BOX 197  
FPO AP 96540-1197

MCHB-RP-W

29 July 2019

MEMORANDUM FOR: BOLLER VETERINARY TREATMENT FACILITY CLIENTELE

SUBJECT: GENERAL POLICIES LETTER

1. Welcome to the Boller Veterinary Treatment Facility (VTF) on Naval Base Guam. This facility is authorized to provide veterinary care for animals owned by personnel authorized medical care in accordance with SECNAVINST 6401.1b/ Army Regulation 40-905-Veterinary Health Services

- a. \_\_\_ When scheduling appointments, please describe all current health concerns so that we may schedule enough time to thoroughly examine your pet. If additional concerns arise prior to your appointment, please call and notify us.
- b. \_\_\_ Please remain with minors under the age of 18 years at all times. Animal behavior can be unpredictable if confrontations occur with or between pets.
- c. \_\_\_ Please have all pets on a leash or in a carrier.
- d. \_\_\_ Please arrive 10 minutes early to your scheduled appointment. If you are more than 10 minutes late, your appointment will have to be re-scheduled.
- e. \_\_\_ Please give at least 24 hour notice if you are unable to make your scheduled appointment. A missed appointment will be recorded as a no-show. After three no-show appointments, further services may be refused.
- f. \_\_\_ Payment is due at time of service. We do not offer payment plans or accept post-dated checks. We accept: check, money order, Visa, MasterCard and Discover. Unfortunately, we do not accept cash or American Express.
- g. \_\_\_ We cannot provide service to animals used for commercial breeding purposes (IAW SECNAVINST 6401.1b/ Army Regulation 40-905).
- h. \_\_\_ Owners must provide prior written/verbal permission for anyone other than the owner/spouse to authorize veterinary care.

i. \_\_\_ For the protection of our staff and other patients, we require all patients to be current on vaccinations against Rabies, DAPv (canines), and FVRCP (felines) unless medically contraindicated. This is in accordance with local and DoD regulation (Title 10: Guam Code Annotated, Chapter 34, AR 40-905).

j. \_\_\_ Health certificates require a heartworm test within the last 12 months and a fecal test within the last 6 months.

k. \_\_\_ An annual heartworm test is required to obtain heartworm prevention.

2. The following VTF policies are in effect to help provide optimal veterinary health care and ensure the safety of you and your pets.

3. VTF availability is subject to change without notice based on mission requirements. Veterinary care for pets is only one of our missions - we cannot guarantee availability.

a. **\*\*\*This facility does not see emergencies. It is imperative that you maintain a relationship with an off-base veterinarians, in case of an emergency. A list of off-base veterinary clinics can be obtained from our staff.\*\*\***

4. Point of Contact for this memorandum is the undersigned at 671-333-3225.



BRANDI R MIATKE  
CPT, USA  
OIC, BOLLER VTF

I acknowledge that I have read and agree to follow the policies outlined above.

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

Date \_\_\_\_\_