

CLIENT & PET REGISTRATION

Welcome to our clinic and thank you for registering with the Okinawa Veterinary Activity. Please complete the following information about you and your pet accurately. Your pet's medical records are confidential and just as important as yours. Thank you!



ABOUT YOU:

Sponsor Name (Last, First, MI): _____

Spouse Name (Last, First, MI): _____

Rank: _____ Grade: _____ Branch of Service: _____

Unit: _____ Duty Phone: _____

Location:

On Base

Off Base

PSC Mailing Address (PO Box): _____

Official/Military Email Address: _____

Alternate E-Mail Address(s): _____

Home Phone: _____ Cell Phone: _____

Spouse Phone: _____

COMMANDER/SUPERVISOR INFORMATION:

Name: _____ Duty Phone: _____

Email: _____

ABOUT YOUR PET:

Name: _____

Breed: _____ Mixed:

Age / Date of Birth: _____

Color: _____

Microchip: _____

Sex: Male Neutered Male

Female Spayed Female

Species: Dog Cat

Other _____

Verified by Staff: _____

BREEDING POLICY

1. In Accordance with Army Regulation 40-905, veterinary services will not be provided in support of any commercial operation raising animals (pets or livestock) for profit.
2. The Okinawa Veterinary Activity (VETAC) will **not treat any pets that are producing or being produced for profit.**

Name (printed): _____ Signature: _____

Date: _____

MISSED APPOINTMENT POLICY

When a client makes an appointment and (1) is more than 5 minutes late, (2) does not show, or (3) fails to cancel 2 hours in advance, this appointment is considered a “no show.” This impacts our ability to serve all of our clients. After the first no-show appointment a warning letter will be sent and you will be on probation for 6 months. The second no-show appointment will result in a letter to you and your commander/supervisor and loss of veterinary clinic privileges for 3 months followed by a 6-month probation. The third no-show appointment will result in a letter to you and your commander/supervisor and loss of veterinary clinic privileges for 6 months.

Surgery/Dental/Drop-off Appointments - When a client makes an appointment and (1) is more than 5 minutes late, (2) does not show, or (3) fails to cancel 2 business days prior, this appointment is considered a “no show.” This will result in a letter to you and your commander/supervisor and loss of clinic privileges for 1 year.

Name (printed): _____ Signature: _____

Date: _____

PAYMENT POLICY

Payment is due when services are rendered. Acceptable forms of payment include cash, personal check, Visa, MasterCard and Discover credit cards.

PRESCRIPTION AND OTC MEDICATION POLICY

Prescription and OTC Medications - No medication, including heartworm prevention, will be dispensed without a valid veterinarian-client-patient relationship at a military veterinary facility within the last 12 months. The pet must have tested negative for heartworms within the past 12 months and must have proof if done off base in order to dispense heartworm prevention. No prescriptions from civilian veterinary clinics will be filled at this facility in accordance to federal law. Prescription requests need to be sent to **usarmy.zama.medcom-ph-p.mbx.pha-j-okinawa-vetac-lab@health.mil** at least 1 business day prior to pick up and must be picked up within 7 days. If not picked up within 7 days, the prescription will be restocked and will need to be requested again.

CLIENT POLICIES

The Okinawa Veterinary Activity has as its primary mission to provide care and service to Military Working Dogs. It is our pleasure to also service privately owned pets as a courtesy to the military community in Okinawa. However, we would ask that you understand that there are some 15,000 private pets owned by members of the U.S. military community on island, and that we have the staff to only service about 1000 private pets per month.



Veterinary care is provided for privately owned animals as time, space, personnel and resources permit. We cannot guarantee veterinary care will be available at all times and clients are strongly encouraged to research the local civilian veterinary clinics off base, especially for emergency care. To that end, pursuant to our policy, if required we may deny service to you, and your pet, if you, or your pet's conduct is disruptive to our already taxed operations. To be clear, denial of service is a resolution of last resort, but we have to keep the well-being of our staff in mind. Thank you for your patronage.

Authorized Personnel - Clients must possess a valid US Armed Forces Identification Card and SOFA status for services.

Appointments - Patients are seen by appointments only. Life threatening emergency walk-ins will take priority over appointments. All dogs must be on a leash and cats in a carrier for their visit. Pets on a leash must be well restrained by their owner. After-hours emergency care is not available due staffing and resources. A list of off base clinics is readily available and can be provided upon request. **Please develop your own emergency plan for your pets with a local veterinarian** for times when the clinic is closed.

Operating Hours - Please be advised that our hours of operation and closure dates are subject to change.

Children Policy - For safety reasons, children under the age of 12 years are not recommended in the VETAC. **Children must be under the supervision of a parent or guardian at all times.** Children may not be left unattended in the reception area. Pets will not be seen unless a member of the family over 18 years old is present for the entire appointment.

Breeding Policy - US Army regulation prohibits provision of veterinary care and use of the veterinary treatment facility to clients that breed their pets. Animals maintained for commercial purposes must be seen at a civilian veterinarian. Clients who disregard this policy will have privileges revoked.

Registration - All dogs, cats and ferrets must be registered at the Okinawa Veterinary Activity. Registration is comprised of (1) maintaining a record at the clinic, (2) keeping your pet(s) current on annual vaccinations, and (3) having an identification microchip. All dogs, cats and ferrets regardless of living on or off base must have a microchip to receive services at the VETAC. Deregistration - To deregister a pet that is no longer in your name you will need to obtain a letter of memorandum signed by an E-8 or higher stating why this pet is no longer in your possession. Example letters are available at the front desk.

Transfer of Ownership/Caretaker Designation - If you no longer own your pet, have found a new home for your pet or your pet dies, it is your responsibility to notify the clinic. Prior to transferring ownership of your pet, both you and the new owner must be present with IDs to sign an Ownership Transfer Form. The original owner will be legally responsible until the form has been completed. Clients that are temporarily departing for TDY or vacationing and are leaving their pets behind in the care of another person, will need to fill out a Caretaker Designation Form to receive treatment in our facility.

These policies are in effect to make you and your pet's visit safe and enjoyable. Thank you for your cooperation and understanding.

Digitally signed by
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CASSIDY N. QUINN
Captain, VC
Okinawa VETAC OIC

I HAVE READ AND UNDERSTAND THE ABOVE POLICIES. I UNDERSTAND THAT SERVICE MAY NOT BE OFFERED IF I AM NOT IN COMPLIANCE WITH THE ABOVE POLICIES.

Name (printed): _____

Signature: _____ **Date:** _____

Please read and be familiar with the information in our welcome packet. There is helpful information in the packet in regards to special considerations while living on Okinawa. The packet also contains a listing of off base veterinary clinics. By signing below, you are acknowledging that you have received the VETAC information packet. It also indicates that you understand that you should be familiar with the nearby off base veterinary facilities in the event of an emergency with your pet when emergency services are not available at the Okinawa VETAC.

I HAVE RECEIVED A COPY OF THE OKINAWA VETAC INFORMATION PACKET.

Name (printed): _____

Signature: _____ **Date:** _____



REPLY TO
ATTENTION OF:

**DEPARTMENT OF THE ARMY
PUBLIC HEALTH ACTIVITY - JAPAN
OKINAWA VETERINARY SERVICES
APO AP 96368-5111**

MCHB-RP-JBO

21 June 2023

MEMORANDUM FOR: Incoming SOFA Status Personnel

SUBJECT: Home Quarantine Policy for Pets

1. The practice of allowing pets to remain in the custody of their owners during the assigned quarantine period is a privilege extended by the Government of Japan to SOFA status personnel due to the long history of cooperation between our two nations. Therefore, it is imperative that all SOFA status personnel fully comply with Japanese quarantine laws concerning examination or processing of animals for entry into or exit from Japan. It is incumbent upon all SOFA status personnel to support and adhere to the following specific policies so that we do not jeopardize the good standing we have with our host nation. Failure to comply with these requirements could potentially result in the revocation of the home quarantine privileges for all SOFA status personnel. **Any violation of these policies will be reported to the responsible command and the Government of Japan for action.**

2. All SOFA status personnel with animals placed in quarantine status are required to comply with the following restrictions until the animal has been released from quarantine by the Okinawa Veterinary Activity. The final quarantine release examination must be conducted with the animal present on or after the final quarantine release date that was assigned by the quarantine official at the port of entry.

3. Please initial each of the following items indicating that you understand and will comply with the restrictions listed below:

_____ While the animal is in quarantine, the pet is not allowed to have contact with any other animal outside the pet owner's household.

_____ The only authorized areas for quarantined animals are in the pet owner's on-base quarters, temporary lodging (pet TLF), and Karing Kennels. Vehicular transportation between authorized areas is allowed.

_____ Dogs must stay in the pet owner's quarters at all times except when taken outside to eliminate (defecate and urinate). When taken outside to eliminate, dogs must be kept on a leash. Dogs are not allowed to be taken for walks around the block. The owner must stay with the dog at all times when it is outside, and must hold the leash at all times. Dogs are not allowed to be off leash in a fenced yard. Cats must be kept strictly indoors at all times.

_____ All animals must be presented to the Okinawa Veterinary Activity staff for examination **every 30 days** until the final quarantine release exam.

_____ If a pet owner is unable to obtain on-base housing, the pet owner is responsible for finding alternative on-base care for the pet at their own expense.

_____ Animals **MAY** be allowed to go to off base veterinary clinics if it is **MEDICALLY NECESSARY** but this care is not guaranteed if the pet is still under quarantine. Transportation between installations is permitted.

_____ Animals are not allowed to do the following activities on or off base while on quarantine: visiting groomers, visiting dog parks, visiting off base residences, or visiting parks and beaches.

_____ Animals are to remain quarantined until released at a final examination by a Veterinarian at the Okinawa Veterinary Activity – **quarantine does not end just because the assigned date for release has passed. The animal must be examined and official quarantine paperwork completed by an Army Veterinarian.**

_____ Non-compliance may result in notification of the owner's chain of command and/or the Government of Japan. Consequences can include, but are not limited to: loss of home quarantine privilege, loss of SOFA status, and monetary fines.

4. If you have any questions about these policies or would like more information, contact the Non-Commissioned Officer in Charge (VETAC NCOIC).

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CASSIDY N. QUINN
Captain, VC
Okinawa VETAC OIC

I HAVE READ AND UNDERSTAND THE ABOVE POLICIES. I AGREE TO COMPLY WITH THE ABOVE RESTRICTIONS FOR THE DURATION OF MY PET'S QUARANTINE. I UNDERSTAND THAT IF I AM NOT IN COMPLIANCE I MAY BE REPORTED TO MY CHAIN OF COMMAND OR THE GOVERNMENT OF JAPAN FOR FURTHER ACTION.

Name (printed): _____

Signature: _____ Date: _____