



DEPARTMENT OF THE ARMY
106TH MEDICAL DETACHMENT VETERINARY SERVICE SUPPORT/
PUBLIC HEALTH ACTIVITY KOREA
UNIT 15252
APO AP 96271-5252

EAMB-VET

10 MARCH 2020

MEMORANDUM FOR DISTRIBUTION

SUBJECT: 106th Medical Detachment Veterinary Service Support/ Public Health Activity-Korea (MD (VSS)/PHA-K) Veterinary Services Client Policies

1. **PURPOSE:** Establish policies and procedures for client use of the Veterinary Services provided on the Korean Theater of Operations (KTO). These policies are in effect to make the clients' and pets' visits as safe and enjoyable as possible

2. **SCOPE:** The below procedures will be followed by all personnel assigned or attached to the MD(VSS)/PHA-K and all eligible clients.

3. **REFERENCES:**

- a. AR 40-905, Veterinary Health Services, August 2006
- b. AR 40-3, Medical, Dental, and Veterinary Care, April 2013
- c. U.S. Army Veterinary Medical Standardization Board (VMSB) Vaccination Guidelines 5 August 2013 (Updated 5 December 2013)
- d. Animal Technical Guidance 16-01, Adverse Patient Event and Unexpected Patient Death Reporting Procedures (4 April 2016)
- e. United States Forces Korea (USFK) Command Policy Letter #49, Microchip Program for Privately-Owned Animals (13 February 2007)
- f. USFK Regulation 40-5, Pet Control and Veterinary Services for Domestic Pets (21 June 2007)

4. **RESPONSIBILITIES:** The Commander, 106th MD(VSS)/PHA-K will ensure dissemination, compliance, and updating of this memorandum as necessary.

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5. PROCEDURES:

a. Clients must possess a valid U.S. Armed Forces Identification Card and SOFA status for services. General Service (GS) employee and contractor clients will be seen on a space available basis.

b. Patients will be seen by appointment only unless designated walk-in or pet readiness clinic is scheduled. Appointment schedule will be opened by week approximately one month in advance. Routine emergency services are not available. Off-post veterinary client patient familiarity and relationships are recommended for emergency and after-hours care. A list of local and referral clinics are available at the front desk; be aware that this list is neither comprehensive nor endorsed by 106th MD (VSS)/PHA-K.

c. All pets must have been seen at a military veterinary clinic within 12 months in order to have a valid veterinary-client-patient relationship to be prescribed medications.

d. Prescription refill requests via phone or walk-in require at least one business day to process.

e. Animals maintained for commercial purpose (i.e. breeding) are not authorized for care and must be seen at a civilian veterinary facility IAW AR 40-905.

f. All dogs and cats must be on a leash or in a carrier for their visit and properly restrained by the owner.

g. For safety reasons, children under the age of 12 years are not recommended in the veterinary facilities. 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.

h. Children and pets will not be left unattended in a vehicle at any time.

i. When a client is more than 10 minutes late, does not show, or fails to cancel their appointment at least 24 hours in advance, the appointment is considered a "no show". This impacts our ability to serve all of our clients. After the first no show, a written warning may be issued. After the second no show, the client may be required to be escorted by the client's supervisor for all future appointments or appointment making privileges may be suspended for two months. After the third no show, appointment making privileges may be suspended for two months. Any client who is a no show for a surgical procedure may be required to be escorted by the client's supervisor for all future appointments or may not be allowed to schedule a surgical appointment for two months. The supervisor must be Senior Enlisted in the role of 1SG, acting 1SG, CSM, or an Officer. For GS employees and Contractors an equivalent position is required.

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j. All dogs and cats must be registered at the respective veterinary service facility to receive services. Registration is comprised of creating a medical record with or transferring a medical record to the clinic and providing any vaccination or pertinent medical history regarding the pet from any other veterinary clinics.

k. All dogs must be current on rabies and distemper/parvovirus (DAPv) combination and receive an annual heartworm antigen test. These requirements are in accordance with USFK Regulation 40-5.

l. All cats must be current on rabies and feline distemper (FVRCP) combination. These requirements are in accordance with USFK Regulation 40-5.

m. All pets must be microchipped. These requirements are in accordance with USFK Regulation 40-5 and United States Forces Korea (USFK) Command Policy Letter #49.

n. It is recommended that all pets have annual fecal testing, and that kittens and puppies be dewormed appropriately, in accordance with USFK Regulation 40-5.

o. Payment is due when services are rendered. Failure to pay will result in notification to you and/or your sponsor's Chain of Command (CoC).

p. Health certificates may not be issued without two original signed rabies certificates. Veterinarians cannot validate rabies certificates for vaccinations not given at a military veterinary treatment facility.

q. While the Camp Humphreys Veterinary Activity Staff is available to educate and to give advice on the requirements for pet importation into another country, ultimately it is the responsibility of the owner to ensure their pets meet all requirements for importation into another country.

r. While the Camp Humphreys Veterinary Activity Staff welcomes feedback from our clients, disrespect towards staff will not be tolerated. The Veterinary Activity (VETAC) Non-commissioned Officer in Charge (NCOIC) or Officer in Charge (OIC) have the right to seek disciplinary actions through the Service Member's CoC as needed.

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6. Point of contact for this memorandum is the undersigned at patti.k.glen.mil@mail.mil
or DSN: (315) 737-9755.

PATTI K. GLEN
LTC, VC
Commanding

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: _____