



**DEPARTMENT OF THE ARMY**  
PUBLIC HEALTH ACTIVITY-SAN DIEGO  
Naval Air Station Lemoore Veterinary Treatment Facility  
BLDG 780 Franklin Avenue  
NAS Lemoore, CA 93246

21 August 2017

MEMORANDUM FOR Clients of the NAS Lemoore Veterinary Treatment Facility (VTF) and Presidio of Monterey Veterinary Clinic

SUBJECT: VTF Policies/Authorized Personnel Responsibilities

1. Welcome to the PHA –NAS Lemoore VTF. These policies are in effect at NAS Lemoore VTF and Presidio of Monterey Vet Clinic to efficiently and effectively provide your personally owned animal (POA) with quality veterinary care and ensure the safety of our patients, their owners and our staff.

- a. All Personnel using this facility must present a valid U.S Armed Forces Identification Card prior to services. Services are authorized for animals owned by personnel of Active Duty, Reserve, Retired and their dependents.
- b. All services are provided by appointment only and are subject to change due to MISSION PRIORITY! Appointments can be made in person or by phone. NAS Lemoore VTF office hours are Monday through Friday: 0800-1200 and 1300- 1600. The VTF is closed on weekends and holidays. Unexpected closures may occur due to staff availability and mission requirements. The Presidio of Monterey Clinic will be open for appointments depending on personnel availability.
- c. Patients are seen by **appointment only**. Before we will schedule your pet for an appointment you must provide us with any available vaccine history. Failure to produce the vaccine history will result in revaccination of the pet as though it has NO vaccine history. This facility **does not** provide emergency services except to prevent undue suffering or to save the life or limb of animals before referral to a civilian veterinary facility, as needed.
- d. Payment is due at the time of services by cash, check, or debit/credit card. 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.
- e. We **recommend** that young children not be present during appointments this is for the safety of both your child and pet. As a safety precaution, children under the age of 12 years must be accompanied by an adult at all times. Your child's safety is important to us and we reserve the right to reschedule your appointment if your child is not properly supervised.
- f. All pets must be in a carrier or on a leash and under the control of the owner at all times. Retractable leashes should be at the shortest length while in the VTF.
- g. A valid Veterinary-Client-Patient-Relationship (VCPR) must exist at the VTF before prescriptions can be written or filled. The VCPR consists of a patient being seen by a Military veterinary facility within the last 12 months. Military veterinary facilities cannot serve as a pharmacy and cannot fill a written prescription by an off-post Veterinarian unless there is a previous VCPR for that condition.
- h. In accordance with AR 40-905, animals used for breeding purposes are not authorized care. Proof of spay/neuter can reinstate veterinary privileges.
- i. If the ownership of a pet is transferred, it is required that the original owner notify the VTF of the transfer in writing.
- j. If an appointment is made for a patient by someone other than the pet's owner a valid Power of Attorney for the pet will be required before any services are rendered.



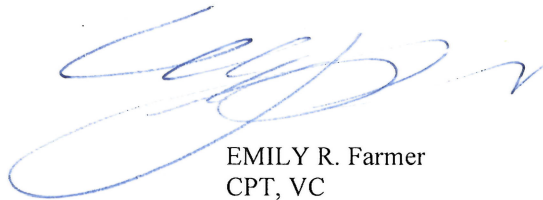
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- k. IF YOU LIVE ON NAS LEMOORE: Both cats and dogs must be microchipped per NAS Lemoore Instruction 10570.IU. Failure to do so will result in refusal of services at the VTF. Records must be kept up to date at the VTF; Failure to do so may result in loss of pet privileges on base. All pets must be spayed/neutered, unless you have written authorization by the Base Commander.

2. **Missed Appointment (NO-SHOW):** No Shows affect our ability to serve the community. Each NO-SHOW is documented in the patient's record. If you are a NO-SHOW for two appointments within a 6-month period your services will be suspended for up to 6 months. If after the 6 month period you schedule an appointment and fail to make your appointment or fail to cancel your appointment, your privileges at the NAS Lemoore and/or Presidio of Monterey Clinic will be revoked indefinitely. Please keep in mind that the VTF is not staffed during Weekends and Holidays.

- a. Due to the limited number of appointments available you must notify the VTF at least 24 hours prior to your scheduled appointment. Calling on Friday afternoon to cancel an appointment on Monday morning will be considered a NO-SHOW. This amount of time is needed for the VTF to fill that appointment slot with another patrons pet. Failure to cancel your appointment within this time frame will result in a NO-SHOW.
- b. If you are 10 minutes late or greater this will result in a NO-SHOW and Services may not be provided as scheduled.
- c. If you do not report to the VTF for the appointment it is a NO-SHOW.

Thank you for taking the time to read the above information. We look forward to providing quality medical care and friendly customer service to you and your furry friend(s). If you have any questions, please feel free to talk to a staff member.



EMILY R. Farmer  
CPT, VC  
OIC, Lemoore Branch VTF

I, \_\_\_\_\_ have read, understand and agree to comply with the above policies for the NAS Lemoore VTF. I understand that services may be denied if I am not in compliance with all above stated policies.

Signature: \_\_\_\_\_ DATE: \_\_\_\_\_