Client and Pet Registration

Aviano Veterinary Treatment Facility

Welcome to our clinic and thank you for registering with the Aviano Veterinary Treatment Facility (VTF). 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!

>>Please Fill out the following form , and attach all vaccine and medical records for each pet, failure to do so will delay the registration process<<

Please allow up to 10-14 business days to complete the registration process, you will receive an e-mail upon completion.

About You:

Sponsor's Last Name:			Sponsor's First Name:	MI:	Spouse's First and Last name (if different):
APO Box number:			Codice Fiscale Number:	Italian Address:	
E-Mail Address:					
Grade:	Dual Military: Yes No	Branch:	Unit:	Status: Active Duty Retired Civilian Other	
Supervisor's Name:			Supervisor's DSN number:	Supervisor's Email:	
Sponsor's Phone number			Work Phone Number:	Spouse/ Alt. Phone Number:	
Preferred Contact Person: Sponsor Spouse			Has your pet been previously seen at a military veterinary clinic? Yes No Clinic Name:		

Pet Information:

Pet's Name	Species: Dog Cat	Microchip Number:
Age/Date of Birth (mm/dd/yy)	Breed:	Color:
Sex: Female Male Unsure	Spayed/ Neutered: Yes No Unsure	Date of Last Rabies Vaccine Received:

Pet Information:

Pet's Name	Species: Dog Cat	Microchip Number:
Age/Date of Birth (mm/dd/yy)	Breed:	Color:
Sex: Female Male Unsure	Spayed/ Neutered: Yes No Unsure	Date of Last Rabies Vaccine Received:

Pet Information:

Pet's Name	Species: Dog Cat	Microchip Number:
Age/Date of Birth (mm/dd/yy)	Breed:	Color:
Sex: Female Male Unsure	Spayed/ Neutered: Yes No Unsure	Date of Last Rabies Vaccine Received:

Pet Information:

Pet's Name	Species: Dog Cat	Microchip Number:
Age/Date of Birth (mm/dd/yy)	Breed:	Color:
Sex: Female Male Unsure	Spayed/ Neutered: Yes No Unsure	Date of Last Rabies Vaccine Received:

Aviano Veterinary Treatment Facility (VTF)
Area F/ Bldg. 1410
0434-30-8485 or DSN: 314-635-8485
usaf.aviano.31-mdg.mbx.vet-clinic@health.mil

Closed:
Federal Holidays, Thursdays for training,
and Last Buisness Day of the Month for inventory
(*Business hours are subject to change at any time)*

Aviano VTF Policies:

Please initial stating you have read and understand the following requirements.
The following policies are effective 12 October 2022.

_____ **Scope of Services**:

Our mission is to support our military communities with veterinary health care for our Military Working Dogs (MWDs) foremost and privately owned animals (POAs). **Our VTF provides the following types of services for POAs**: Preventative Veterinary Services: wellness screenings, immunizations, deworming, etc.); Health Certifications for international travel; Limited sick-call examinations and medical treatment; Limited elective surgical procedures (spays, neuters, dental cleanings, mass removals)

Convenience euthanasia will not be performed. Euthanasia will only be conducted when a valid medical need is apparent and diagnosed by a veterinarian. Purely cosmetic procedures such as tail docking, declawing, and ear cropping are prohibited by Italian law and DoD regulation.

_____ **Emergency Care:**

Due to limited staffing capabilities, we do not provide hospitalization or emergency care. 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.**

_____ **Access to care:**

All personnel obtaining services from the VTF must present either a United States Uniformed Services CAC or a United States Services Identification Privilege card. Access to services at the VTF is a privilege, and is also contingent upon maintaining a good faith professional relationship. Therefore, client services may be suspended or revoked at any time for unprofessional conduct. That includes but is not limited to: repeated no show appointments, refusal to pay for services rendered, and abuse or mistreatment of personnel.

_____ **Registration/PCSing**

All animals must be registered with the VTF within 30 duty days of arrival or upon receiving a new pet. All dogs and cats over 12 weeks of age must have a rabies vaccination and microchip. Base regulation, European Union, and Italian law require all dogs, cats and ferrets be microchipped. In order to maintain pet travel readiness, owners should keep a copy of a current rabies vaccination certificate on hand at all times. Proof of current rabies vaccination (if applicable with age) with a rabies certificate is required for registration at the VTF and to receive an EU pet passport. When PCSing, if we do not have a valid patient client relationship, we will NOT see your pet for only a Health Certificate. Health certificates can be obtained off base by local veterinarians. When PCSing, proof of shipment (receipt of shipment or MFR from supervisor) or health certificate/export permit is required before we will clear you for out-processing. This is in order to prevent pet abandonment.

_____**Children:**

Due to safety, the risk of transmission of zoonotic diseases and the danger of animal bites, it is strongly recommended that parents do not bring children to appointments. If children are brought, they must be accompanied at all times. Children who create a danger to themselves, our patients, or our staff may be asked to leave the VTF and reschedule the appointment.

_____ **Appointments:**

Pets are seen for care on a space available, appointment basis. Appointment availability varies on personnel and other essential mission requirements. They are subject to cancellation or rescheduling at any time due to an MWD emergency or unforeseen circumstances. Appointments can be made by e-mailing during normal business hours or emailing the VTF. Please arrive 10-15 minutes prior to your scheduled appointment to allow time for check-in. For safety concerns and to prevent accidental escape of a pet, all animals are required to be on a leash or in a proper travel carrier. Hours are subject to change.

_____ **Payment Policy**:

Services and products are provided on a fee for service basis. Medications, services and goods are nonrefundable. Payment is due when services are rendered. The clinics process are set by the Global Veterinary Medical Practice and are subject to change at any time. Additionally, a congressionally mandated regulation requires that each transaction include a $2.00 user fee. Payment is due upon completion of services. There is no billing or extended credit (e.g. Care Credit). We accept Visa, Mastercard and Discover. **NO AMEX.**

_____ **Prescriptions/ OTC Medications**:

In accordance with federal law, prescription medications will NOT be dispensed without a valid veterinarian client patient relationship. This includes prescription preventatives. This requires a physical exam has been performed within 12 months at the VTF or by another military VTF with record in the military system. We cannot fill prescriptions written by a veterinarian outside of the military veterinary treatment facility network. Prescription refills require 48 hour notice and sometimes longer depending on the medications. Please e-mail in prescription refills at least one week prior to medication running out to ensure its availability. Prescriptions must be picked up within 7 days of request. If not picked up within 7 days, the prescription will be restocked and will need to be requested again.

_____ **No show Policy**:

Due to our high caseload and limited appointment availability, it is essential that you cancel appointments you cannot keep. Failure to do so deprives others of appointment times. A no show results if you (1) arrive later than 5 minutes past your scheduled wellness/ technician appointment or (2) arrive 10 minutes past your scheduled sick call appointment or (3) cancel with less than 24 hours verbal/written notice or (4) does not show up. All no shows will be notated in the record for 12 months from date of occurrence.

_____ The first no-show will result in a warning letter being sent

_____ The second no-show will result in suspension of services for 30 days and a letter to you and your commander/supervisor.

_____ The third no-show will result in a suspension of services for 6 months and a letter to you and your commander/supervisor

_____Families with multiple pets: No-shows will be counted by appointment slots and each missed appointment will be counted as a no show. (e.g. If 2 pets are scheduled for appointments that is 2 appointment slots. If you no show the day your appointments are scheduled you will have 2 no shows counted against your record resulting in a 30 day suspension of services.)

_____Surgery/dental/drop-off appointments: A no-show will result in a letter to you and your commander/supervisor and loss of clinical privileges for 1 year.

_____ **Breeding:**

Animals that are used or planned to be used for breeding purposes are prohibited from VTF services that are associated with breeding, in accordance with AR 40-905. Americans selling animals without the proper authorization from the Italian government can be in violation of the SOFA agreement. Please consult Aviano AB legal personnel for more information.

_____ **Power of Attorney (POA)/ Caretaker Designation:**

When planning for extended absences or deployments a special POA is required authorizing another individual other than the military sponsor or family member to make veterinary medical treatment decisions. The local legal office can assist with this process. In the absence of a POA, a caretaker designation form can be completed by the caregiver and sponsor providing approval to make veterinary medical decisions for the pet. Payment must be rendered at the time of services. We can provide a caretaker designation form upon request.

_____ **Aggressive Pets:**

For the safety of all clinic personnel, patients and clients, please notify the VTF if your animal has a history of aggression. They may be required to be muzzled during their visit. Services may be refused to animals deemed overly aggressive.

_____ **Death of a Pet:**

If at any time your pet is lost or passes away, you must contact the VTF as soon as possible so that records can be updated to reflect this. If your pet passes away, you will be required to furnish proper cremation/disposal/euthanasia receipts before your animal will be inactivated. If you do not recover your lost animal before PCSing, a letter from your Chain of Command is required for your animal in our system to out-process. Our office works with a local cremation service to provide private and group.

_____ **Transfer of Ownership:**

A transfer of ownership letter (we have a form upon request) is required to transfer ownership of an animal from one owner to another. This must include the name, address, and phone number of the previous and new owner(s), and be signed by both parties. Until a transferred pet is de-registered from the original owner and registered under the new owner's name, the previous owner remains legally and financially responsible for all costs associated with the pet.

This policy is not all inclusive. Any questions should be addressed to a VTF staff member. The policies outlined in this document are subject to change at any time at the discretion of the OIC. The OIC has final authority in any decisions or changes made on the behalf of the VTF.

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

Name (printed): _____

Signature: _____ Date: _____

Updated 13 July 2026