



**DEPARTMENT OF THE ARMY**  
**SOUTH PLAINS DISTRICT VETERINARY COMMAND**  
**LOUISIANA BRANCH**  
**BLDG 665 COLORADO AVE**  
**FORT POLK, LA 71459**

MCVS-GPP-L

05-Jan-08

MEMORANDUM FOR ALL Veterinary Treatment Facility (VTF) Clients

SUBJECT: Fort Polk VTF Polices

1. Only personnel authorized DOD medical care and presenting a valid ID card will be served at this VTF.
2. Children under the age of 12 will remain under the direct control of the adult (s) who brought them. The VTF Staff will NOT provide childcare services or supervision of children during or at an appointment. Clients are responsible for making sure that children behave with proper restraint and decorum.
  - **KEEP THEIR SHOES AND OTHER CLOTHING ON AT ALL TIMES WHILE IN THE VTF.**
  - **DO NOT CRAWL, SIT OR PLAY ON THE VTF FLOOR OR COUNTERS.**
  - **DO NOT APPROACH OR ATTEMPT TO PET OTHER CLIENT'S ANIMALS.**
  - **DO NOT WANDER OR RUN FREELY ABOUT THE VTF.**
  - **DO NOT DISTRACT VTF STAFF MEMBER FROM THEIR DUTIES.**
  - **DO NOT ATTEMPT TO TOUCH OR PLAY WITH ANY MEDICAL IMPLEMENTS, EQUIPMENT, DRUGS, VACCINES, SHARPS, COMPUTERS, KEYBOARDS, ETC.**
  - **DO NOT YELL WHILE IN THE VTF.**

The VTF OIC/NCOIC can at anytime determine that a child is misbehaving in a manner that disrupts the provision of professional services or poses a risk of injury to the child itself or others. The appointment may be immediately terminated and the client, children and pet will be asked to leave the VTF. The reason for this policy is that the VTF is not an environment conducive to children and can present a number of hazards to their health and welfare. Possible hazards include:

- **Injury from an animal bite or scratch.**
  - **Zoonotic disease agents such as bacteria and parasites that can be transmitted to children and may cause serious or even life-threatening illnesses.**
  - **Injury from implements integral for the practice of veterinary medicine to include needles, blades, scissors, and other sharp objects in addition to chemical and medicines.**
3. For safety reasons all pets must be on a leash or in a carrier. Failure to comply may result in injury to your pet, loss of control of your pet, or injury to others.
  4. A valid Veterinary-Client Patient relationship must exist for medical diagnoses to be made and for prescription drugs to be sold.
  5. Due to the limited number of appointments, we ask that you call to cancel any appointment you cannot keep at least 24 hours prior to the appointment whenever possible. If you are more than 15 minutes late for an appointment, it will be considered a missed appointment and you will need to reschedule. Two no-show/missed appointments will result in suspension of all VTF privileges for 6-months.
  6. Full Payment is due upon completion of service. All sales are final.
  7. **The Fort Polk VTF does not recognize vaccinations from breeders or owners that were not performed by a licensed Veterinarian; we require written documentation or verbal confirmation from the Facility who performed the services.**
  8. Please read the Privacy Act as printed on the top of DD Form 2343. By Signing below you will attest to having read and understood the above stated policy.

I HAVE READ AND WILL COMPLY WITH THE ABOVE STATED POLICIES:

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_