



**DEPARTMENT OF THE ARMY  
PUBLIC HEALTH ACTIVITY – HOOD  
BORDERLAND BRANCH  
6077 CARTER ROAD  
FORT BLISS, TEXAS 79916**

REPLY TO

**CLIENT REGISTRATION**

Thank you for choosing our clinic. We pride ourselves on offering high quality medical care. Please complete this form so we can accurately enter your information into our files. To register with us, you must be at least 18 years of age and provide a current military ID card.

The following information is required for your account and is strictly **CONFIDENTIAL**:

Sponsor's name (Rank, Last name, First name, MI) \_\_\_\_\_

Spouse name: \_\_\_\_\_

E-Mail address: \_\_\_\_\_

Have you been seen at a military veterinary clinic in the last 2 years? Yes/No

Do you live in military housing? Yes/No

Home Address, including zip code: \_\_\_\_\_

Sponsor's Unit: \_\_\_\_\_ Commander: \_\_\_\_\_

Unit 1SG: \_\_\_\_\_ 1SG phone number: \_\_\_\_\_

<b>Phone numbers</b>	<b>Sponsor</b>	<b>Family member</b>
Home		
Cell		
Work		

**Understand that payment is due when services are rendered.** We do not offer any payment plans or split-play options. We accept Visa, MasterCard, Discover, cash, or personal checks. Please feel free to ask for an estimate prior to receiving services.

If at any time you are not satisfied with our services, please inquire to the VTF OIC.

Next we need some information about your pet. Please fill out the requested information on the back of this page.

Pet Information

<b>Name:</b>	<b>Dog / Cat / Other</b>	<b>Gender: Male or Female</b>
<b>Breed:</b>	<b>Color:</b>	<b>Birthday / Age:</b>

Is your pet spayed/neutered (fixed)? Yes / No

Microchipped? Yes / No

Is your pet on flea and/or heartworm prevention? Yes / No

Is your pet on any medication? Yes / No

If yes, please write the name: \_\_\_\_\_

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Please let us know if you need more space.

MCHB-PHA-HBB

16 May 2019

**MEMORANDUM FOR RECORD**

**SUBJECT: Ft Bliss Veterinary Treatment Facility (VTF) “No-Show” and “Late Arrival” Policy**

1. In an effort to maximize the time veterinarians and technicians spend with your pets, we have made the following changes to our “No-Show” and “Late Arrival” Policies:

**NO-SHOW POLICY**

Effective 1 February 2015, the Ft. Bliss VTF implemented a “No-Show” policy which will affect clients who fail to keep their scheduled appointments or who fail to cancel their scheduled appointment within twenty-four hours of the scheduled time. Each individual appointment for each pet missed will count as a “No-Show”.

- 1) First Occurrence – Owner will receive a phone call emphasizing our policy.
- 2) Second Occurrence – Owner will receive a second notification, 1SG or Commander will be contacted, and future appointments will be scheduled with the NCOIC at their discretion.
- 3) Third Occurrence – Will result in a twelve month suspension from Veterinary Services including over the counter sales.

**LATE ARRIVAL POLICY**

Patients arriving more than ten minutes late for a scheduled appointment may result in the rescheduling of the appointment for another day. That appointment may be considered as a “No-Show” at the discretion of NCOIC or OIC.

2. The Point of Contact for this memorandum is SGT Smith at (915) 742-2167 or  
Brandon.s.smith111.mil@mail.mil

X

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Client's Signature

SHANNON L. MCLEAN  
MAJ, VC  
OIC, Fort Bliss VTF