



DEPARTMENT OF THE ARMY
HEADQUARTERS, 106th MEDICAL DETACHMENT (VS)
UNIT #15252
APO AP 96205-5252

REPLY TO
ATTENTION OF:

EAMB-VET

13 January 2011

MEMORANDUM FOR RECORD

SUBJECT: No-Show Appointment and Cancellation Policy

1. Veterinary care is a tremendous benefit in Korea, and demand for appointments far exceeds clinic staffing and capabilities. Late cancellations and No-Show appointments greatly hinder our ability to serve the community as they unnecessarily waste the time of our staff, the scheduled patient receives no treatment, and they prevent other patients from receiving the veterinary care.
2. A veterinary appointment is considered a No-Show if you have not signed in at the reception desk by the time of your appointment. If you arrive late, we will make every effort possible to assist you; however, if the veterinarian or veterinary technician is already seeing their next patient the client will have wait until the provider has time to see your pet.
3. Cancellations less than 24 hours before an appointment are considered a No-Show. Cancelling an appointment within 24 hours does not provide us an adequate opportunity to schedule another patient in your time slot.
4. Soldiers are responsible for their family member's conduct with regard to No-Show appointments.
5. Consequences of No-Show appointments:
 - a. 1st No-Show: Memorandum sent to owner reminding them of this policy memorandum. Being a "No-Show" for your pre-surgical blood work or surgical appointments will result in being removed from the surgical waiting list. Owners may schedule another appointment or request to be placed back on the waiting list telephonically or in person.
 - b. 2nd No-Show: **Memorandum sent to service member's commander.** When the owner makes their next appointment they will be reminded that one additional No-Show will result in a loss of privileges. 2nd Failed pre-surgical blood work or surgical appointment will result in no further pre-surgical or surgical appointments for 1 year.

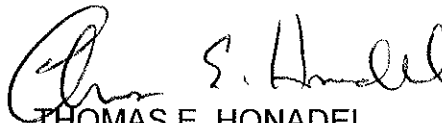
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c. 3rd No-Show: No further appointments will be made for 6 months and until we have written evidence the owner has been counseled by someone in their chain of command. Emergency treatment is always available regardless of the number of failed appointments but not in lieu of a regular appointment.

6. We understand that occasionally other things require a person's presence with little warning. Your support is needed in honoring your veterinary appointments and giving us as much advance notice as possible when appointments must be rescheduled. In this way, we can provide the maximum amount of care to the entire community and serve you better.

7. The point of contact for this memorandum is the veterinary treatment facility NCOIC: USAG CRC/Casey – 732-7435; USAG Yongsan – 738-4257; Osan AB – 784-1147; USAG Humphreys – 735-7202; and USAG Walker – 764-5066.


THOMAS E. HONADEL
COL, VC
Commanding

DISTRIBUTION:
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I have read and understood the above policies.

Initial Signature and Date:
