

Why I Have Stopped Issuing International Travel Certificates

I proudly became a USDA-accredited veterinarian in 2012, and since then I have helped countless pets and their families reach their travel destinations safely and in compliance with international requirements.

However, over the past three years, the process of issuing international health certificates through the USDA has become increasingly stressful and difficult to manage. The endorsement system requires review and approval by USDA officials, which can introduce unpredictable delays. Despite my best efforts, these delays are beyond the control of veterinarians. Unfortunately, clients often misinterpret this process and direct their frustration at veterinary staff.

At North Hills, my team and I have been subjected to nonstop calls, complaints, and even threats from clients who felt their travel plans were compromised. This has created an unnecessarily hostile and stressful environment. It is important to understand that veterinarians do not control the endorsement process — we are entirely dependent on the USDA, which can change requirements or timelines at any stage.

In addition, it is the responsibility of each client to complete due diligence *before* purchasing airfare. This includes confirming whether their pet requires specific testing, quarantine arrangements, or microchip placement. When this is overlooked, veterinarians are unfairly blamed for last-minute complications.

Because of the stress this has caused my staff and myself, I have made the decision to no longer offer this service. If a certificate is delayed or denied, it is not the veterinarian's fault. I urge pet owners to treat the few remaining USDA-accredited veterinarians in the area with respect, patience, and understanding.

Thank you and I am very sorry for the inconvenience

Sincerely,

Dr. Yanneth Shuykin-Bentley, DVM