

Online Pharmacy Policy

As a small business, we do our best to keep costs as competitive as we can. If you want the convenience of ordering online and having your medications shipped directly to you WITH the *peace of mind* of knowing your pets medications are coming from a reputable source, we have an online pharmacy that works directly with the drug manufacturers. They offer competitive pricing and select products that are still eligible for manufacturer rewards programs.

We experience many issues with online pharmacies. Medications not being dispensed correctly or as directed, being approved or denied without our consent, and we are inundated by faxes and calls from online pharmacies which take away time from helping clients in clinic. Because of this, we have the following policy:

*We will provide a written prescription on request provided we have recently examined your pet and the particular medication or product is appropriate. The charge for the written prescription is \$8.00. The time frame of “recent examination” is at the doctor’s discretion but will never exceed a maximum of one year from your pets’ last annual **Wellness** exam. The written prescription will be provided directly to you. We do not mail or fax written prescriptions. We require 48 hours notice.*

We highly recommend that you carefully select your choice of pharmacy including thoroughly research for Board of Pharmacy disciplinary actions and be sure it is licensed in the state they reside in. Some guarantees made by manufacturers regarding their products are null and void (not honored) if their products are purchased through non-approved channels. This includes the guarantee reimbursement for heartworm/intestinal parasite claims if your pet contracts heartworms or specific parasites while on prevention.

Some internet based pharmacies and catalog companies have been repeatedly reprimanded by the FDA and State Board of Pharmacy for violating prescribing procedure. Several well known companies have been cited and fined repeatedly for the same violations in the same states or several states!

Pharmaceuticals manufactured and labeled for use in other countries (Australia, New Zealand) have been illegally diverted and sold through some internet sources and catalogs in the United States. In addition, counterfeit medications, preventatives and products have been produced and sold to unsuspecting consumers. The FDA-CVM has documented these problems with the use of some internet sources.www.fda.gov.