



## **INTERNET PHARMACY POLICY**

At **The Village Veterinary Center**, it is our policy to take every possible step to ensure that our patients receive the very best pharmaceutical products available. Pet owners have a number of options for procuring their pet's medications, including purchasing directly from a veterinarian, purchasing online from an "Internet pharmacy," or purchasing from an "800 number" pharmacy. There are pros and cons to each of these options, and we want our clients to be fully informed so they can make the best choice for themselves and their pets.

We are an authorized re-seller of the pharmacy products that we dispense, which means that the manufacturers of these drugs will stand behind their products if there are any problems. We obtain our products either directly from the manufacturers or from their authorized distributors, usually by overnight shipment, so the quality of these medications is assured.

"Internet pharmacies," "800 number pharmacies," and similar businesses are often not authorized re-sellers of the pharmaceuticals they dispense. Some of these businesses obtain product by purchasing it from "middle men" who acquire the product from authorized channels and divert them to unauthorized channels. Some of the products that they sell are produced for markets outside the USA and are not manufactured or labeled for sale in America. Due to the extended shipping and reshipping that is sometimes required to obtain certain products, some products may become damaged by environmental extremes or expire before they reach the consumer. Pharmaceutical manufacturers will not guarantee their products if they are not purchased from a licensed and authorized seller, so if any problems develop, the pet owner often has little or no recourse for resolution if a problem occurs.

We want you to be properly informed so that you can decide on the best way to obtain your pet's prescriptions. If you prefer to purchase your pet's pharmaceutical products elsewhere, we will gladly write prescriptions for these products according to the following guidelines:

1. All state and federal prescribing laws apply the same as if you purchase it here.
2. To avoid any potential doctor-patient confidentiality issues, we will not communicate with internet pharmacies by phone, fax, or email.
3. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly.
4. We will not become involved in any product failure issues for products purchased elsewhere. This includes flea and tick preventatives, heartworm preventatives, as well as intestinal parasite preventative medications.

The health and safety of your pet is our top priority. Thank you for taking the time to read through this material. Hopefully it makes clear our reasoning for why this policy is important. Should any other questions arise regarding this policy, don't hesitate to contact us so we can help you and your pet obtain any necessary medication in a safe and reliable way.