

EBAH and Online Prescription Policy

Dear Valued Client,

Thank you for giving us the opportunity to explain to you the important benefits of purchasing products from your Veterinarian versus over the counter channels, such as the Internet. We know that several online pharmacies list some products at a lower price than we do. We understand and empathize with your desire to find products that are less expensive. We want your decision to be an informed one and want you to be aware of several things regarding catalog and online prescription sales:

- 1.) It is the policy of reputable drug manufacturers (Pfizer, Bayer, Merial, Lilly, etc.) to sell companion animal products *exclusively* to licensed veterinarians where a valid veterinarian-client-patient relationship exists.
- 2.) The quality of the product and how it is shipped and stored are monitored and regulated by state and local agencies like the Board of Veterinary Medical Examiners *only* if the product is purchased from your veterinarian.
- 3.) Manufacturers will only offer their guarantee on products purchased directly from the veterinarian.
 - a. If there were to be a problem with the products, the manufacturer will *only* support your claim if the product was purchased from a veterinary clinic.
 - b. If the same product is purchased elsewhere you will not receive any manufacturer support or possible guarantee reimbursement.
- 4.) Online pharmacies have been cited by the FDA and State Pharmacy Boards for violating prescribing procedures.
- 5.) Product manufacturers frequently offer sales promotions of “buy 6, get 1 free” or other rebates available only to veterinarians. We pass on any of those rebates to you. This serves to lower the overall monthly cost when you purchase your products from your veterinarian.
- 6.) When you purchase products from your veterinarian, you are provided with the proper information needed to use these medicines appropriately and how to administer the product to your pet. Every prescription is filled and kept in our hospital so we have a long-standing record of your pets’ health.
- 7.) We will gladly mail your pet’s medications to you for a nominal fee.
- 8.) We offer comparable prices with some online pharmacies for your pet’s
 - a. Flea and Heartworm medications
 - b. Joint supplements
 - c. Arthritis medications

If you still prefer to purchase your products elsewhere, we will write prescriptions for these products according to the following guidelines:

- 1.) There is a valid veterinarian-client-patient relationship as required by the American Veterinary Medical Association.
- 2.) It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly.
- 3.) You understand that we are not able to support, nor reimburse for product failure issues for products purchased through these sources.
- 4.) We have recently discovered that some of the online pharmacies are no longer accepting prescriptions that have been faxed in by owners once we have written them. If that is the case with the pharmacy you choose, you will need to mail in the prescription to the company directly.

We are committed to the continued health and well being of your pet, and we thank you for your continued support and business.

Sincerely,

The Elliott Bay Animal Hospital Team