

# OUR PRESCRIPTION POLICY

We understand that there are many reasons that our clients may want to purchase medications from online retailers or outside pharmacies instead of directly from us. To assist you in making the most informed decision for your pet, **we want to be very clear that we recommend that you purchase products only from a properly accredited and certified veterinary pharmacy.** However, if you choose to procure medications from another source we want to give you that option.

***STONE COTTAGE VETERINARY HOSPITAL WILL NOT PROCESS ORDERS FOR MEDICATIONS, PREVENTATIVES, AND SPECIAL DIETS SENT DIRECTLY TO US (VIA PHONE OR FAX) FROM ONLINE SUPPLIERS OR FROM OUTSIDE PHARMACIES (WITH THE EXCEPTION OF COMPOUNDING PHARMACIES FOR A SPECIFIC FORMULATION).***

We absolutely support our client's choice to choose where they obtain their pet's medications and are happy to accommodate a request to do so. **Clients who opt to obtain their pet's medication through these avenues will simply need to pick up a written prescription at our hospital during normal business hours. This paper script will be prepared at the clients request for a processing fee of \$10 which can be paid to the hospital at the time of pick up.** This fee will be waived for controlled substances.

Why did we institute this policy? We did so for a few reasons listed below:

First, we feel it is **better medicine with written documentation of a prescription that is filled outside of our hospital.** There are more concerns with the possibility of prescription errors when relaying information over the phone. Similarly, outside online pharmacies have little regulation and have been known to release counterfeit products to their customers. We understand some may be more reliable than others, however there are numerous online pharmacies and new sites emerging

everyday. With that said we understand the convenience of ordering online - this is why we have partnered with a veterinary certified online pharmacy, (<http://stonecottagevet.vetsfirstchoice.com>). This site can be reached directly from our website and we can be rest assured our patients are receiving **quality products**.

Second, **we are choosing as a hospital to spend our time focusing on taking care of our patients and clients instead of answering faxes and calling pharmacies.**

Third, **managing outside prescriptions is costly in terms of staff time and effort and as a business we do not recoup these costs.** We have decided that if clients would rather do business with an outside or online pharmacy, we can't continue to give away our staff's time and energy for convenience sake. It takes a significant amount of time to review medical records, ensure proper documentation of the medication request, and call/fax in the prescription. We could raise our fees across the board, but instead have chosen to make the above mentioned adjustments to this process on our end that makes sense for our workflow and staff resources.

Again, we would be happy to provide you with a written prescription if you wish to use an outside pharmacy or online retailer. Just let us know!

Finally, we understand that cost is a big reason that our clients purchase from outside pharmacies and online retailers. We do our very best to make our medications and preventatives affordable and we routinely compare prices online providers to make sure that our prices are competitive. Most importantly, by purchasing directly from our hospital and from our online store (<http://stonecottagevet.vetsfirstchoice.com>), you are supporting our local business. Rather than send your dollars off to a large corporation, we would hope that you would choose to **support our small business and shop locally.**

We would like to encourage our clients to order medications, preventatives, and special diets directly from us through direct purchase at our hospital or from our own online store through Covetrus. Because our online store is part of our clinic infrastructure you will not need a written prescription if you order this way. Our hospital and online store's supply chain is 100% secure. From the time the medication you order is manufactured, all the way to when you are going to give it to your pet, it has been handled, stored and packaged in compliance with manufacturer guidelines. The product you receive is guaranteed to be the name-brand medication in the proper dosage and packaging.

**Medications purchased directly from us and our online store are guaranteed by the product's manufacturer and most importantly by us, your pet's veterinarian.**

If you have any further questions about our policy, please do not hesitate to contact us.

Thank you for trusting us with your pet's medical care!