

INTERNET PHARMACY POLICY

At **South Forsyth Animal Hospital**, it is our policy to take every possible step to ensure that our patients receive the very best pharmaceutical products available. Veterinarians are required to have a valid client/patient/veterinarian relationship in order to prescribe certain medications for patients. We carry a number of prescription products, veterinary "prescription diets" and products labeled by the manufacturer "for sale by licensed veterinarians only". We try to keep our prices within reason, but as a business, we have costs to cover to provide the products and product use information to you. If you wish, we will gladly write prescriptions for your pet in lieu of selling them here. ***We do, however wish for your decision to be an informed decision, and want you to know several things regarding prescription sales through some or all other sources.***

1. All major manufacturers (Novartis, Pfizer, Bayer, Merial, etc.) of veterinary specific products (Interceptor®, Sentinel®, Frontline®, Rimadyl®, Anipryl®, Metacam® to name a few) maintain a policy of sales exclusively through licensed veterinarians.
2. All or most catalogue/online sources cannot obtain specific veterinary products directly from the manufacturers. Typically, these products, known as gray market products, do not move through normal channels of distribution.
3. All or most catalogue/online sources will not divulge from whom they are purchasing their veterinary specific products.
4. Some of these products may be labeled for sale in other countries, could be stolen, damages or out of date, as well as being stored at improper temperatures.
5. Distributing these products is unethical and violates manufacturer policies. **Most guarantees that manufacturers make regarding their products are null and void if their products are obtained through non-approved channels.** This includes the guarantee reimbursement programs for flea control, as well as all heartworm and intestinal parasite claims.
6. Counterfeit products have been produced.

Again, if you prefer to purchase your products at catalogue/online houses, 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. (Some of the discount houses have not always followed the federal and/or state laws; so trust them at your own risk.)
2. To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house in any form or fashion. We will not fax, or return faxes to them. We will not accept their phone calls.
3. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped and used correctly. The discount houses have a reputation for poor customer service, and we cannot be expected to take the time to oversee their operations and shortcomings.

I have read and understand the Internet Pharmacy Policy for South Forsyth Animal Hospital. I accept full responsibility for any adverse reactions or related consequences thereof.

Client Signature

Date

Print Name

Discount & Internet Pharmacies

In order for _____ to communicate directly with internet pharmacies on your behalf, please read and sign the "Release of Liability" below. If you have any questions please feel free to call us at _____.

Release of Liability

Medications available from discount online and mail-order pet pharmacies are known as gray market products. Companies selling these gray market products do not move them through normal channels of distribution. Some of these products may be labeled for sale in other countries, could be stolen, damaged, or out of date, as well as being stored at improper temperatures. Distributing such products is unethical and violates manufacturer policies. Manufacturers enforce these policies by cutting off supplies to veterinarians that break these rules and sell to discount pharmacies.

Customers that purchase gray market products should understand the manufacturer's product guarantee is null and void.

By requesting a prescription for gray market products from the doctor at _____, I accept full responsibility for any adverse reactions or related consequences thereof.

Signature

Date

Print Name