

CATALOG OR INTERNET PRESCRIPTION POLICY

Updated 3/12/03 bdw

At *The Animal Hospital of Carrboro, Inc.*, it is our policy to take every possible step to ensure that our patients receive the very best pharmaceutical products available. This is especially important with life-threatening illnesses such as heartworm disease. Consequently, we carry a complete stock of heartworm and flea prevention products for our patients' health and our clients' convenience.

However, we understand and empathize with the desire of some clients to save a few dollars on products. We are willing to write prescriptions for your pet for heartworm products. But, we want your decision to purchase these products outside our hospital to be an informed decision.

There are several things regarding catalog or internet prescription sales you should know:

1. All major manufacturers maintain a strict policy of sales exclusively through licensed veterinarians. All catalog and internet sales are through non-approved channels.
2. Most guarantees that manufacturers make regarding their products are null and void if their products are purchased through non-approved channels. This includes the guarantee reimbursement programs for Sentinel flea control, as well as all heartworm and intestinal parasite claims.
3. Pharmaceuticals manufactured and labeled for use in other countries (namely Australia) have been illegally diverted and sold through these discount operations in the United States.
4. The FDA and State Boards of Pharmacy have cited discount houses for violating prescribing procedures. PetMedExpress (a.k.a. SaveMax), in particular, was recently fined over \$100,000.00 by the FDA and Florida Department of Health. The Texas Board of Veterinary Medical Examiners and the Texas Pharmacy Board have also recently sued this particular discount operation.
5. Shipping charges, delays, mis-shipments, and damaged products often make dealing with discount operations not worth the savings.
6. Discount operations cannot provide medical support for your pet should a drug reaction occur. And, the drug company is not liable for products dispensed through non-approved channels. (See #2 above.)
7. Products sold in our hospital include personalized help to explain how to utilize products in the most efficient manner.
8. Products sold in our hospital are backed by each manufacturer's warranty.
9. Products sold in our hospital are backed with the medical support of our veterinarians.

If you prefer to purchase your products through catalogs or internet operations, we will write prescriptions according to the following guidelines:

1. All state and federal prescribing laws apply, the same as if the product is purchased here.
 - a. A valid doctor/patient relationship must exist. In other words, we must have done a physical examination of your pet within the last year.
 - b. A current heartworm test must be negative for Heartworm Preventative prescriptions.
 - c. Current monitoring profiles are required for certain medications to be prescribed.
2. We will write one prescription per pet per year at no charge.
 - a. You must pick up this prescription in person and sign a waiver.
 - b. We strongly recommend you fax a copy of the prescription to the discount operation and retain the original for your own files.
 - c. If your original prescription is lost or filled improperly by the discount operation, an additional copy will be provided at a fee of \$6.50.
3. To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house in any form or fashion.
4. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly. The discount operations have a reputation for poor customer service, and we cannot be expected to take the time to oversee their operations.
5. We will not become involved in any product failure issues for products purchased through catalogs or the internet. This includes flea, heartworm, and intestinal parasite prevention.



I have read and understand the Catalog/Internet Prescription Policy of the Animal Hospital of Carrboro, Inc. I agree to the terms and conditions for receiving a prescription for heartworm or parasite medication.

Print Name

Signature

Date