

## Client Information - Midtown Veterinary Medical Center Internet Pharmacy Policy

We discourage the use of online pharmacies for your pet's prescriptions because of safety and quality concerns. The following points explain our concerns about internet pharmacies:

1. ----- It is impossible to know if internet pharmacies are legitimate.  
*Many internet pharmacies are online for a few months, and then they disappear to avoid legal action by state and federal government.*
2. ----- All these pharmacies purchase their products through unauthorized channels.  
*Pharmaceutical manufacturers do not sell directly to internet pharmacies. These pharmacies may obtain foreign versions of medication, fake look-alikes, mishandled or outdated product, and in some cases product that is stolen from veterinary hospitals. The lack of regulation and handling specifications with these sources means their products may be unsafe for our patients. In more than one instance, prescriptions obtained by clients through an online pharmacy have turned out to have a fictitious lot number, which means that the prescription is counterfeit.*
3. ----- Drug manufacturers will not provide support for products purchased through internet pharmacies.  
*With the help of our manufacturers (like Zoetis and Elanco), we are able to provide support for any issues that come up with medications we use in the hospital and prescribe for patients. When this happens with online medications, the companies will not provide support nor assume liability for damages to a pet, and we must charge full price for our services. The internet pharmacies do not provide support. Once they sell the medication, they have no interest in helping if your pet suffers a serious side effect from the drug.*
4. ----- Online pharmacies do not have the best interest of our patients in mind.  
*They are focused on volume and dollars, not on education, support, or resources for our patients. Their staff is heavily trained in sales but cannot process even basic medical information. Unlike human pharmacies, these businesses are not a medical resource – they are focused purely on sales, with the minimal amount of medical overhead needed to stay in business.*
5. ----- We have a hospital policy to take returns and refund you for products that have either made your pet sick, or that you find impossible to administer due to your pet's behavior.  
*Internet pharmacies will not provide this level of customer care. We have a personal relationship with you and your pet. Your pet's safety, and your satisfaction, are our highest priorities.*
6. ----- For your convenience, we offer home delivery and refills for your pet's medication needs.  
*The same products that we carry in our in-house pharmacy are also available through our home delivery service; this is not the same as other internet pharmacies because our home delivery products are sourced directly from our manufacturers and are supported just the same as those you purchase from our in-house pharmacy.*

When clients purchase medications from us, we guarantee the quality of the product. If your pet suffers an adverse effect caused by a medication you purchased from us, we follow up by treating the problem, communicating with the manufacturer, and reporting reactions to federal agencies when appropriate.

I have read the above and I understand the potential risks of purchasing medications for my pet from online pharmacies. Should my pet have an adverse event associated with medication purchased through online or any other outside source other than the Midtown Veterinary Medical Center approved Home Delivery Service, I will hold harmless Midtown Veterinary Medical Center, Dr. McCarthy or employees of Midtown Veterinary Medical Center, for any problems my pet may suffer from use of an internet pharmacy-obtained product.

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(Print Name)

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(Signature)

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(Date)