



Hello,

We understand the convenience of online pharmaceutical companies, however, due to the high volume of requests that we receive daily, we will be making some changes to how we process requests through outside online pharmacies.

Starting July 1, 2023, we will no longer approve prescription requests from outside pharmacies by phone or by fax. This DOES NOT mean that you cannot get your pet's medication from an outside pharmacy. You will need to pick up a written prescription from our office, these cannot be emailed or faxed but can be mailed to you for a flat fee. This prescription can then be taken to or mailed to a pharmacy of your choice.

If you would like the convenience of ordering online and getting your pet's medications and/or food delivered directly to you, we partner with an online pharmacy that works directly with veterinarians and the manufacturers of the medications and food. They offer competitive pricing and the peace of mind that the products come from a reputable source, and they are backed by the manufacturer. They offer discounts for auto-ships, first time user discounts, and instant rebates at check out for some items. The pharmacy is called Vet's First Choice and can be accessed from our website or the link below.

<https://southcreek.vetsfirstchoice.com/>

### **So why change the policy?**

Some online pharmacies do not purchase their medications directly from the manufacturer. They are often purchased from 3<sup>rd</sup> parties with no guarantee of how they have been stored or where they come from. South Creek Animal Hospital cannot verify if a pharmacy is FDA compliant or if their products are backed by the manufacturer. Product guarantees are voided when the product is purchased through unlicensed channels.

We have experienced additional issues with 3<sup>rd</sup> party pharmacies including medications not being dispensed correctly or as directed, prescriptions approved or denied without our consent, products arriving in secondary containers, not in the original packaging, products arriving labeled for use in other countries and fraudulent products being sold.

Most importantly, the sheer volume of requests and the staff time required to deal with these issues is taking our staff away from providing the best care for our patients and clients.

We appreciate your understanding and support. If you have any questions regarding this policy, please contact a member of our management team at [info.southcreek@gmail.com](mailto:info.southcreek@gmail.com).