

## Hill and Harbour Veterinary Center Online Prescription Policy

At Hill and Harbour Veterinary Center, we strive to provide you and your pet with the highest quality medical care. As such, we have several options available that allow you to obtain your pet's prescription medications safely and conveniently:

1. For your convenience, we carry many of your pet's prescriptions right here in our hospital. Heartworm pills, flea and tick preventative as well as numerous other medications used to treat acute and chronic conditions can be purchased at Hill and Harbour Veterinary Center.
2. Vetsource is Hill and Harbour's own online pharmacy. All of the products offered are fully backed by the manufacturers just as if you purchased them directly at our hospital. Shipping is free for all AutoShip items and orders \$49 and up. If your pet's medications are not available at our hospital, we strongly encourage our clients to utilize this pharmacy because of our confidence in the supply chain, labeling, storage and distribution of these products.
3. Compounding Pharmacies: In some rare cases, the medication your pet needs may not be commercially available. The veterinarians at Hill and Harbour have therefore selected a few compounding pharmacies that can formulate prescriptions specifically for your pet. These compounding pharmacies are subject to strict regulatory oversight regarding production and distribution of medications.
4. Hard copy prescription. At your request, the veterinarians can provide you with a hard copy of your pet's prescription for you to pick up at our hospital. In order to obtain this hard copy prescription, we ask that you review and sign our *internet release form* which verifies that we cannot make any guarantee regarding medications obtained from third parties such as unregulated discount online pharmacies.

Consumers should be aware that prescriptions obtained in this manner may be mislabeled, expired, counterfeit, or improperly stored. In most cases, manufacturer guarantees do not apply. In cases of product failure or adverse reaction, the manufacturer and the veterinarians are unable to provide product support.

Since we do not recommend or facilitate use of discount online pharmacies, hard copy prescriptions are available *only* for pick up at the hospital. Hill and Harbour does not email, fax, mail or call in prescriptions to discount online pharmacies. When utilizing these pharmacies, please be aware that they will require a mailed hard copy prescription which can delay delivery for several days. Please plan accordingly so you do not run out of medication. While we apologize for any inconvenience this may cause, owners may choose to utilize VetSource or the hospital itself to obtain prescriptions in a more safe and timely manner.