



Prescription Policy

West Villages Animal Clinic has a fully stocked pharmacy, plus several online pharmacies. Our online pharmacies include Pro Plan Vet Direct, Hills to Home and VetSource. The links to these pharmacy options can be found on the upper left corner of our website homepage. All prescriptions purchased from our pharmacies are FULLY manufacturer-warranted and guaranteed. We make every effort to price our prescription products competitively, and often for less after rebates and specials, than many online pharmacies.

We are aware of the many options available for pet prescriptions. In the event you wish to purchase from a third-party pharmacy, we ask that you read our pharmacy policy. We will provide a written prescription upon request, provided that we have recently examined your pet, that its required tests are current, and that the particular medication or product requested is appropriate based on the weight and health of the animal. The timeframe of "recent examination" and "current" test is at the doctor's discretion but will never exceed more than one year from your pet's last annual examination and last negative/normal test.

The written prescription will be provided directly to you. You may request to pick it up directly from the clinic or ask to have it mailed to your home address. We do not charge a fee for writing prescriptions for our patients. If you would like the written prescription mailed to your home address, there is a \$5 shipping & handling fee. Prescriptions will be available for pick-up at our office during regular business hours, within two business days of your request.

If you choose to use an internet or outside pharmacy to obtain your pet's medications, you should mail the original written prescription to the pharmacy. *We do not respond to fax, email or telephone calls requesting prescription authorizations from any online or outside pharmacies.* Special security features of our written prescriptions prevent any attempt to fax, copy or scan them by causing "VOID" to appear across the copied prescription, thus invalidating it. Carefully select your outside pharmacy. Unfortunately, due to unethical practices and consistent medication errors made at several online/outside pharmacies, West Villages Animal Clinic has created this policy. The purpose of this policy is to ensure the health and safety of your pet and thus will not be deviated away from under any circumstances.