



GILBERT VETERINARY HOSPITAL P.C.

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Catalog/Online – Prescription Policy

At Gilbert Veterinary Hospital, 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. However we understand the desire to find products and medications at a lesser price. We realize that several catalogs and online companies are sometimes selling these products and medications cheaper than we are able to. If you wish, we will write a prescription for your pet for these products in lieu of selling them here. We do, however, wish for your decision to be an informed one. We would like to make you aware of several things regarding catalog and online prescription sales:

1. Most major manufactures maintain a strict policy of sales exclusively through licensed veterinarians. Therefore, many catalogs and online sales are through non-approved channels.
2. Most guarantees that manufactures make regarding their products are null and void if their products are sold through non-approved channels. This includes the guarantee on all heartworm and intestinal parasite claims. Treatment for heartworm infection can cost \$900 - \$1500. Most manufactures will cover the cost of the treatment if a dog tests positive for heartworms and the preventative has been purchased from a licensed veterinarian.
3. Pharmaceuticals manufactured in other countries (namely, Australia) have been illegally diverted and sold through discount companies in the United States.
4. Discount companies have been cited by the FDA and the State Board Of Pharmacy for violating prescribing policies. Petmed Express (a.k.a. SaveMax), in particular, was fined \$100,000 by the FDA and Florida Department of Health. This particular discount company has also been sued by the Texas Board of Veterinary Medical Examiners and the Texas Pharmacy Board.
5. We honor our products' money back guarantee on premise.
6. Shipping charges, delays, mis-shipments and damaged products are some of the reasons that many clients feel that the difficulties of dealing with the catalog and online companies are not worth the savings.

If you prefer to purchase your products from these discount companies, we will write a prescription for these products according to the following guidelines:

1. All state and federal prescribing laws apply the same as if you purchase it here.
2. We will write one prescription per pet per year at no charge. You must pick this prescription up in person. If this prescription is lost or filed improperly by the company, an additional copy will be provided for an additional fee.
3. To avoid any potential doctor-patient confidentiality issues, we will not communicate with these companies in any form or fashion.
4. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly. We cannot be responsible for errors made by these companies.
5. We will not be involved in product failure, quality, or incorrect dosing issues for these products.
6. If home delivery is what you are looking for, we do offer this service through our website www.gilbertvet.com where the guarantees are honored, products are purchased through approved channels and some prices are even comparable to the discount companies.

I understand and accept the information as shown above:

Client Signature

Date

Client Name