



Catalog Prescription Policy

At Olney-Sandy Spring Veterinary Hospital, it is our policy to take every possible step that our patients receive the best pharmaceutical products available. This is especially important with life-threatening illnesses such as heartworm disease. We understand and empathize with the desire to find products cheaper, and we know that several catalogs and online pharmacies may sell these products cheaper than we are able to. If you wish, we will write prescriptions for your pet for these products in lieu of selling them here. We do, however, want your decision to be an informed one, and want you to know several things regarding these prescription sales.

- 1) All major manufacturers maintain a strict policy of sales exclusively through licensed veterinarians. All catalog sales are through non-approved channels.
- 2) Most guarantees that manufactures make regarding their products are null and void if their products are purchased through a catalog. This includes the guarantee reimbursement program for Sentinel flea control, as well as all heartworm and intestinal parasite claims.
- 3) Pharmaceuticals manufactured and labeled for use in other countries have been illegally diverted and sold through these discount channels in the United States. These products are not regulated by the FDA.
- 4) Discount houses have been cited by the FDA and State Boards of Pharmacy for violating prescribing procedures. PetMedExpress, in particular, was fined over 100,000.00 by the FDA and Florida Department of Health. OSSVH does not want to get involved with these entities.
- 5) Our products come with a person to help utilize them in the most efficient manner and to act as an advocate on your behalf with the manufacturer.
- 6) Shipping charges, delays, mis-shipments, and damaged products are several reasons many clients feel that dealing with catalog/online pharmacies is not worth doing.
- 7) Please understand that the sales of many of our retail products help subsidize the cost of other services at the hospital, such as many emergency and rarely used drugs.

If you would prefer to purchase your products through other sources, we will gladly write prescriptions for these products according to the following guidelines:

- 1) All state and federal prescribing laws apply, just as if you purchase it here.
- 2) You must pick up the prescription in person and either mail it or fax it to the company.
- 3) To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house. We will not fax authorizations on your behalf.
- 4) It is your responsibility to ensure that the prescription is filled correctly. OSSVH cannot be expected to oversee their operations.
- 5) We will not become involved with any product failure issues purchased through these discount houses. This includes flea, heartworm, and intestinal parasite prevention.