



## Written Prescription Policy



We support our client's choice to choose where they obtain their pet's medications and are happy to accommodate a request to do so. Veterinarians are required to have a valid veterinarian/client/patient relationship annually in order to prescribe medications for patients. We want to be very clear that we recommend that you purchase products only from a properly accredited and certified veterinary pharmacy. Our suppliers stand behind their products when they are used as directed and purchased from a licensed veterinarian, a guarantee that other well-known drug warehouses cannot provide. Our hospital and online store's supply chain is 100% secure. From the time the medication you ordered is manufactured, all the way to the moment our clients dispense it to their pet, it has been handled, stored and packaged in compliance with manufacturer guidelines. Medications purchased directly from us and our online store are guaranteed by the product's manufacturer and most importantly by us, your pet's veterinarian.

Moffitt Animal Clinic will not process orders for medications or preventative sent directly to us via phone or fax from online suppliers or from outside pharmacies (with the exception of compounding pharmacies for specific medication formulations).

Client's who opt to obtain their pet's medication through these avenues will simply need to pick up a written prescription at our hospital according to the following guidelines:

1. All written prescriptions must be picked up at Moffitt Animal Clinic by the requesting client listed on the account.
2. To avoid any potential doctor-patient confidentiality issues, we will not communicate (telephone, fax, or email) with outside pharmacies. The client is responsible for sending the written prescription to their outside pharmacy choice. This includes requests for prescription refills.
3. It is the client's responsibility to ensure the prescription is filled, labeled, shipped and used correctly. We cannot be responsible if the outside pharmacy of their choice sends counterfeit or unauthorized products to the client.
4. We will not become involved in any product failure issues for products purchased through the client's selected outside pharmacy. This includes prescription and non-prescription items.

Moffitt Animal Clinic understands that cost is a large factor in choosing where our clients will purchase their prescriptions or retail products. We do our very best to make our products are affordable and we routinely compare prices with online providers to ensure our prices are competitive. By purchasing directly from our hospital and our online store, you are supporting a local business. We encourage our clients to order medications and preventatives directly from us through direct purchase at our hospital or through our online store. You will not need a written prescription while purchasing on our website because it is part of our clinic infrastructure.