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MEDICATION/PRESCRIPTION REFILL POLICY

Our goal is to provide you a simple method for re-ordering your prescriptions with us. In order to do so, please keep in mind the following:

IN-HOUSE PHARMACY REFILL

For IN-House refill, please allow up to two business days for your refill request to be reviewed, filled and available for pick-up. We will not fill liquid medications or controlled substances until you arrive at the hospital. For safety, we review your pet's records before refilling any orders. We will contact you to let you know if the medication can be refilled, and when it will be ready.

ORDERING FROM AN OUTSIDE ONLINE PHARMACY OR OUTSIDE PROVIDER?

If you have ever searched online for prescription pet medicines, you've no doubt seen attention-grabbing claims. They sound convincing in their promises of convenience and lower prices. Internet sites that sell pet drugs can be reputable pharmacies. However, others are fronts for businesses breaking Federal, State and sometimes International laws. When choosing an online pharmacy there are many things to consider to protect your pet and ensure the medication received is aligned with medical standards.

Some common challenges to purchasing medication online include:

- sell medicines that are counterfeit
- outdated or mislabeled medication
- incorrectly formulated or improperly stored
- may not contain actual active ingredients
- may contain contaminants or the incorrect amount of the active ingredient
- may be compromised due to being stored in conditions that are too hot, cold, or humid
- may not have the proper directions for administration

Because of the risk associated with purchasing from online pharmacies, Del Mar Veterinary Hospital will NOT fax prescriptions to outside online pharmacies, nor approve a prescription request over the phone. If you choose to buy from an online pharmacy, we will be happy to provide you with a written prescription at not cost, and ask that you come pick it up. Once you get this written prescription you will be able to send it to them directly. We simply want the best for your pet, and with the rebates, we feel we are able to provide quality medications for you in a more cost effective way than purchasing from online pharmacies.

We appreciate your understanding, and thank you for entrusting us with the care of your furry loved ones!

The Staff of Del Mar Veterinary Hospital