

**We want you to know.....**

You've seen TV advertisements for Internet pet pharmacies—they promote the convenience of home shopping with the benefit of big savings but are they a wise option for you and your pet?

While most online pharmacies are trustworthy, some have questionable ethics and even some of the top pharmacies have been fined in several states. You are always welcome to call our office to discuss any questions you may have with veterinary online pharmacies.

Please review our requirements for working with a Pet Internet Pharmacy along with the important benefits our pharmacy offers to you and your pet.

Keeping your pet healthy and happy is important. From routine, to advanced optimal care, our veterinary practice is proud to offer the very best in veterinary medicine.



\* \* \* \* \*  
\* A desire for a happier, healthier \*  
\* pet....that's what you have in \*  
\* common with the Silver Maple \*  
\* Veterinary Clinic staff. \*  
\* \* \* \* \*

14993 Kutztown Road, Kutztown PA  
19530  
610-683-7988  
www.silvermaple vet.com  
smvc@enter.net

**PET INTERNET PHARMACIES**

**WHAT YOU NEED TO  
KNOW.....**



**You have the option -**

Our clients always have the option of having a prescription filled out at an Internet pharmacy. However, because some Internet pharmacies have dubious business practices, we will need a direct request from you with the name of the Internet Pharmacy and what prescription drugs your pet needs. In order to process a prescription, the law requires that a veterinarian must have seen your pet within the past year. Depending on the patient's medical condition and medication prescribed, this time frame may be shorter.

If the Internet pharmacy is a safe and ethical provider of pharmacy drugs we will ask you to give them our contact information. They will fax the request to us for approval and then the order can be filled and shipped to you. This process is a little more involved than the TV advertisements would have you believe, but there are other important reasons why we feel than an Internet Pharmacy is not always the best choice for our clients and patients.

If you need a prescription refilled at any time, a phone call to our office will have it ready for you to pick up within a short time frame, or if you prefer we can drop your prescription in the mail.

# Why our hospital pharmacy is your best choice...

**HONESTY:** Some months ago, we instituted a "Prescription Writing Fee" and we want to further explain what this fee covers. We want to provide the best possible care to your pet and it's important to us to have a well-equipped and well-stocked pharmacy. Our pharmacy is a vital and integral part of our practice. It provides our clients and their pets with the latest technology, convenience, and the right medications - all at a competitive price. Revenue from our pharmacy allows us to purchase the latest equipment and pay for our caring, dedicated staff of professionals. Upon consideration of concerns expressed by our clients, we have restructured this fee. A \$5.00 prescription fee will be incurred for medications related to heartworm prevention. A \$10.00 prescription fee will be incurred for medications that require proper dosing and specific instructions for use and storage. We will, whenever possible, write the prescription to cover the longest duration that is medically safe for your pet.

**PRICE:** Internet pharmacies are not always the cheapest source for medication. Our price for most items is typically less than most Internet Pharmacies would charge. In addition, some medications are temperature sensitive and require next day or 2nd day air delivery, which adds to the cost. Prescriptions sometimes need a signature on delivery, so you need to be home to receive the shipment. According to a news story by Channel 5 News, WCVB Boston, "In all but one case the medication purchased from the veterinarian was less expensive than the Internet pharmacy.

**SAFETY:** Any prescription medication purchased from our hospital has been inspected and approved by the FDA, and manufactured and packaged according to U.S. government regulations. Medications purchased online may have been purchased outside the United States and have different strengths and labeling than U.S. products. Sometimes you can tell by checking the label. If approved by the FDA, it should say "Caution: Federal law restricts this drug to be used by or on the order of a licensed veterinarian". Do not use products that do not have this warning or if the label has been removed.

**GUARANTEE:** Pharmaceutical manufacturers will only honor product guarantees when the medications are prescribed by and purchased from the pet's veterinarian. Internet and mail-order catalogs do not qualify for these guarantees.

**INSURANCE:** Pet Insurance companies require that all prescriptions be FDA approved. If you have pet health insurance you may be reimbursed on medications when purchased from a legal online pharmacy. You will be required to provide a copy of your veterinarian's prescription order and a copy of the Internet pharmacy's invoice. When you purchase a prescription from our hospital there is no additional paperwork. Your hospital office call, along with any prescription, is all itemized on one invoice for easy submission to your insurance company.

**EDUCATION:** We are in contact regularly with representatives from companies like Bayer, Pfizer, Novartis and Merial. The representatives have access to the latest data and research and are a valuable source of current information. In addition, our staff regularly attends veterinary conferences and reads the latest veterinary medical journals and research papers. We stay up to date on the latest disease trends in our region and stay abreast of recent advances in veterinary medicine.

**CONVENIENCE:** Using an Internet pharmacy means a delay in getting your medication. It typically takes 1-2 days for the pharmacy to contact us and process the prescription and then there's a 2-5 shipping time. **We are currently accepting prescription requests via our website at [www.silvermaple vet.com](http://www.silvermaple vet.com) Check it out—it's very user friendly.**

**REBATES:** Our veterinary practice also passes on manufacturers' promotions and/or rebates and these frequently result in greater savings. These rebates are not usually available from online stores or catalogs.

