



fishtown

animal hospital

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Dear Pet Owner:

It has come to our attention that there have been an increasing number of concerns from clients regarding the use of online pharmacies and internet retailers of pet medications.

Several clients have reported that they have received medications outside of their original packaging which leads us to question the authenticity of these medications. We have also noticed several mistakes made by multiple online pharmacies.

After discussions with multiple veterinary pharmaceutical companies that manufacture several of these products, we have also discovered that many of these companies limit the distribution of their products through licensed veterinarians, and so products obtained from many internet retailers are likely acquired illegally without the recommendation of a licensed veterinarian. Manufacturers cannot guarantee safe handling, appropriate storage, and that the product has not been tampered with when they are not obtained through a licensed veterinarian. For this reason, the companies will only honor their warranties/guarantees if they are obtained through a licensed veterinarian. This means that reactions to the medications or failure of the medications (ie: preventatives) are not covered by the manufacturer's warranty.

We are committed to providing the best and safest medications to your pet, and for this reason, we do not recommend purchasing medications from online pharmacies. Therefore, our hospital will no longer participate in online pharmacy renewals. We work with an accredited online pharmacy that can be accessed on our website (under the Resources tab), as a way to establish an online pharmacy within our hospital that will preserve the integrity of these products and the warranties available through their manufacturers.

We are happy to handwrite a script for your convenience which can be picked up from our office if you still wish to obtain your medications online. You will then sign a waiver of responsibility for prescriptions filled by internet pharmacies or catalog vendors. A script will need to be picked up each time you choose to order online. As always, our pharmacy is available during our office hours for your convenience, and we ask for 24 hours' notice for all refills, or the online pharmacy on our website.

Thank you for entrusting us with the care of your beloved family members. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

Dr. Cohn, and the Doctors and Staff at Fishtown Animal Hospital