

Prescription Policy

At **Sierra Pet Clinic**, it is our policy to take every possible step to ensure that our patients receive the very best pharmaceutical products available. In order to do this, we keep many commonly used prescription medications in stock. These medications are approved by the FDA (Federal Drug Administration), manufactured in the United States, and come directly from the manufacturer or an approved distributor. We offer our prescription filling services as a convenience to our clients. We do, however, understand our clients desire to find less expensive products. We know that many pharmaceutical discount houses presently sell prescription products at a reduced rate. We understand that these offers may look tempting. Before you make your decision to use the discount houses for your pharmaceutical needs, we want you to know several things regarding discount prescription sales in order for you to make informed decisions regarding the best and safest medications available:

1. **All** major manufacturers maintain a strict policy of sales exclusively through licensed veterinarians. Discount house sales are through non-approved, often illegal, “gray market” channels.
2. Most guarantees that manufacturers make regarding their products are null and void if their products are purchased through non-approved channels. This includes the reimbursement programs for prescription flea control, as well as all heartworm and intestinal parasite claims.
3. It has been reported that pharmaceuticals manufactured and labeled for use in other countries have been illegally diverted and sold through discount houses in the United States.
4. Discount houses have been cited by the FDA (Federal Drug Administration) and numerous State Boards of Pharmacy for violating prescribing procedures. One major online and telephone discount pharmaceutical company was recently fined over \$100,000.00 by the FDA and Florida Department of Health. This particular discount house has also recently been sued by the Texas Board of Veterinary Medical Examiners and the Texas Pharmacy Board. At a North American Veterinary Conference panel discussion in 2012 this same company refused to disclose the sources of their pet parasiticides when asked by an audience member citing “confidentiality reasons”.

Prescription Policy Guidelines

If, after reading this information, you decide that you prefer to purchase your products at a discount pharmacy house, we will gladly write prescriptions for these products according to the following guidelines:

1. All state and federal prescribing laws apply.
2. You must pick this prescription up in person.
3. To avoid any potential doctor-patient confidentiality issues, and because we prefer not to associate with companies who we feel are behaving unethically and unsafely, we will not communicate with the discount house directly in any form or fashion.
4. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly. The discount houses have a reputation for poor customer service, and we cannot be expected to take the time to oversee their operations.
5. We will not become involved in any product failure issues for products purchased through these discount houses. This includes flea, heartworm, and intestinal parasite prevention.

Online Pharmacy Service

We understand that many of our clients seek the services of discount pharmacies in order to take advantage of the convenience of online ordering and home delivery. In order to help you gain these conveniences while providing you with safe, USA manufactured, FDA approved medications that meet the approval of our doctors, *we offer competitively priced online prescription services and home delivery*. Please ask our staff or visit our website at www.sierrapetclinic.com for more information about our online pharmacy.