

OUR PRESCRIPTION POLICY

We understand that there are many reasons that our clients may want to purchase medications from online retailers or outside pharmacies instead of directly from us. To assist you in making the most informed decision for your pet, we want to be very clear that we recommend that you purchase products only from a properly accredited and certified veterinary pharmacy. However, if you choose to procure medications from another source we want to give you that option.

STARTING JUNE 15th, BRISTOL COUNTY VETERINARY HOSPITAL WILL NOT PROCESS ORDERS FOR MEDICATIONS OR PREVENTATIVES SENT DIRECTLY TO US (VIA PHONE OR FAX) FROM ONLINE SUPPLIERS OR FROM OUTSIDE PHARMACIES (WITH THE EXCEPTION OF COMPOUNDING PHARMACIES FOR A SPECIFIC MEDICATION FORMULATION).

We absolutely support our client's choice to choose where they obtain their pet's medications and are happy to accommodate a request to do so. Clients who opt to obtain their pet's medication through these avenues will simply need to pick up a written prescription at our hospital during normal business hours.

Why did we institute this policy? We did so for a few reasons listed below:

First, we are choosing as a hospital to spend our time focusing on taking care of our patients and clients instead of answering faxes and calling pharmacies.

Second, managing outside prescriptions is costly in terms of staff time and effort and as a business we do not recoup these costs. It takes a significant amount of time to review medical records, ensure proper documentation of the medication request, and call/fax in the prescription. We could raise our fees across the board or charge a fee for the time it takes to manage outside prescription requests, but instead have chosen to streamline this process on our end that makes sense for our workflow and staff resources.

Third, we feel it is better medicine with written documentation of a prescription that is filled outside of our hospital. There are more concerns with the possibility of prescription errors when relaying information over the phone or via fax. Again, we would be happy to provide you with a written prescription if you wish to use an outside pharmacy or online retailer. Just let us know!

Finally, we understand that cost is a big reason that our clients purchase from outside pharmacies and online retailers. We do our very best to make our medications and preventatives affordable and we routinely compare prices online providers to make sure that our prices are competitive. Most importantly, by purchasing directly from our hospital and from our online pharmacy, you are supporting our local business here in Seekonk, MA. Rather than send your dollars off to a large corporation, we would hope that you would choose to **support our small business and shop locally.**

We would like to encourage our clients to order medications and preventatives directly from us through direct purchase at our hospital or from our own online pharmacy, Vetsource. Because our online store is part of our clinic infrastructure you will not need a written prescription if you order this way. In addition, the product you receive through the on-line pharmacy is guaranteed to be the name-brand medication in the proper dosage and packaging. These medications are guaranteed by the product's manufacturer which gives your pet that added safety net.