



Dear Valued Client,

It has come to our attention that there have been an increasing number of concerns and complaints from clients regarding the use of online pharmacies and internet retailers of pet medications such as Chewy.com, 1800PetMeds and Allivet.

Several clients have reported that they have received the wrong medications, refills without an approved prescription and medications despite cancelling the order and/or a valid prescription, all of which leads us to question the authenticity of these medications. We have also found several prescription mistakes made by multiple online pharmacies.

We want you to know that 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 (i.e. preventatives) are not covered by the manufacturer's warranty.

We would like to further stress the importance of the manufacturer's guarantee because it's like a free "insurance policy" for your pet should any of the products you are purchasing fail or if the pet would have a reaction to it. For example, we recently had a pet react to a new medication; because we sold the medication the client, they were able to receive full reimbursement from the manufacturer. Another example is a pet that was on heartworm prevention year-round, with verified in-clinic purchases, and they recently tested positive for Heartworm; as a result, the testing, treatment and product has all been reimbursed by the manufacturer. These guarantees will not apply if you purchase your products from an internet pharmacy.

In addition to the aforementioned concerns, we were also experiencing an exponential increase in volume of these online prescriptions; the online pharmacies are sending an excessive number of requests for each prescription that we have to address, even despite the prescription having already been returned to them. Because we have to address every individual request that has been made, our staff is duplicating their work two, three or four times for the same prescription and it is resulting in a very lengthy approval process to ensure prescriptions are correct, documented and not duplicated which can cause additional delay of you receiving your requested medications.

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. For your convenience, we are working directly with an accredited online pharmacy that can be accessed easily via our website homepage; this way, we can help preserve the integrity of these products and the warranties available through their manufacturers as well as keep our pricing competitive with coupons and rebates.

Should you choose to use an online pharmacy, we will gladly handwrite a script for your convenience which can be picked up from our office or mailed to you. In addition, you will need to sign a waiver of responsibility for prescriptions filled by internet pharmacies or catalog vendors. A new script will need to be picked up each time you choose to order online, however, the waiver is only required one time. For your convenience our online pharmacy is available to you 24/7 in addition to our in-clinic pharmacy that is available during our office hours. We will continue to work with all licensed pharmacies such as CVS, Walgreens and other vet clinics.

We appreciate and value the relationship that we have established with you and your pet. 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.

Your friends at,  
St. Boni Pet Hospital  
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