



Hello,

As consumers ourselves, we understand the convenience of online shopping. However, when it comes to veterinary prescription foods and medications, we must prioritize safety over convenience.

Some online pharmacies do not purchase their medications directly from the manufacturer. They are often purchased from 3rd parties with no guarantee of how they have been stored or where they come from.

In addition, there have been other issues including:

- Medications not being dispensed correctly or as directed.
- Prescriptions are approved or denied without our consent.
- Products arriving in secondary containers, not in the original packaging.
- Products arriving labeled for use in other countries or expired.
- Fraudulent products are being sold.

As you may imagine, the amount of time required to deal with these issues is taking our staff away from providing the best care for our patients and clients. Thankfully, we have found and partnered with an online pharmacy that has earned our trust. This pharmacy is called Vets First Choice and can be found on our website or at the link below.

<https://memorialdrvet.vetsfirstchoice.com/>

Our online pharmacy offers competitive pricing and direct shipping with the peace of mind that the products are coming from a reputable source and are backed by the manufacturer. They also offer discounts for new and repeat customers as well as holiday deals and sales exclusive to our clinic and approved by our veterinary team.

For the reasons noted above, starting January 2nd, 2022, we will no longer approve prescription requests from other outside pharmacies. This DOES NOT mean that you cannot get your pet's medication from an outside pharmacy. It means you will need to pick up and deliver your prescription to the pharmacy of your choosing if it is not for our online pharmacy. Please plan 1-2 business days for the prescription to be processed and ready for pick up.

Thank you for understanding to ensure safe prescription foods and medications for your pet.