



To our valued clients,

We want to apologize to anyone who experienced any frustrations or misinformation throughout the beginning of the month regarding prescriptions for your pets. We have been working toward introducing our new online pharmacy but have realized it is going to take more time than we had initially anticipated for it to be truly successful. The last thing we want is to inconvenience our clients, or to make it harder for a patient to receive medication.

Starting **Monday, August 7 2023**, we will be recommending our online pharmacy as our preferred pharmacy of choice for online veterinary purchases. This **does not** mean you cannot get your prescriptions directly from our hospital, other local pharmacies, or other online pharmacies. We have collaborated with an online pharmacy that works directly with us, your veterinarians, and the manufacturers of the medications we prescribe. They offer competitive pricing with the peace of mind that the products are coming from a reputable source that is guaranteed by the manufacturer. They offer discounts for first-time and repeat customers, as well as auto-shipment incentives. Our online pharmacy automatically applies any manufacturer coupons or promotions to your purchase (if applicable). The link to our online pharmacy can be found on the homepage of our website (top right). The QR code at the top of this letter will also get you directly to our pharmacy.

#### **Why are we recommending our partnered online pharmacy?**

Our number one reason and most simple answer is time and efficiency. The sheer volume of online faxed and emailed prescription requests has become too great for our clinic to process in a timely manner, as these outside pharmacies are not integrated with our veterinary software. This means it takes our hospital staff 2-3 times longer to process a prescription request as they have to look up the patient chart on a separate software and then must review the medical record to ensure that the correct medication, dose quantity, instructions, etc are appropriate. With our online pharmacy, we have the ability to directly write and approve prescriptions for our patients, which links directly to your pets chart. This drastically decreases processing time and increases accuracy, allowing little room for error or prolonged wait times.

#### **Other reasons to consider switching to our partnered online pharmacy;**

Some online pharmacies do not purchase their medications directly from the manufacturer. They could be purchased from third parties, with no guarantee of how they have been stored or where they came from. Middlesex County Animal Hospital cannot verify if a pharmacy is FDA compliant or if their products are guaranteed by the manufacturer. Below are some issues the veterinary community has been made aware of:

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

We will continue to send out pharmacy updates and any policy changes throughout the remainder of the year as we continue to streamline this process.

If you have any questions regarding the above notice, please contact a member of our Middlesex County Animal Hospital management team at 978-600-0444. Thank you for your patient and understanding regarding this matter.