



## **Internet Pharmacy Policy**

Our hospital is happy to write prescriptions that can be filled over the internet. Over time, we have found that these prescriptions sometimes get transposed or filled incorrectly when we respond to faxes from these internet companies. In our efforts to try to ensure that your pet gets the correct prescription from these internet pharmacies, we will write you a prescription so that you can then send an original to these companies. By writing the prescription, it ensures that we have a record of the prescription, and by giving it directly to you, it means that you have an original copy for your own records. We will have the completed prescription available for pick up at Timberview Pet Clinic. We ask that you fill out the *Waiver of Responsibility and Liability for Prescriptions to be filled by Internet Pharmacies or Catalog Vendors Form* and read the article written by the FDA at

<http://www.fda.gov/animalveterinary/resourcesforyou/animalhealthliteracy/ucm203000.htm> . The waiver form can be downloaded in the Client Forms section of our website. Our hospital policy of only providing written prescriptions is to ensure, to the best of our abilities, that the prescriptions are correct and to protect against fraudulent prescriptions.

## **Guide To Using Online Pharmacies – excluding [www.timberviewpet.com](http://www.timberviewpet.com) Home Delivery**

1. Sign and return the *Waiver of Responsibility and Liability for Prescriptions to be Filled by Internet Pharmacies or Catalog Vendors Form* . This can be downloaded from our website under the section **Internet Pharmacy Policy**.
2. Ask us for a written prescription for the drug that you want. Once approved by our doctors, we will write you a prescription which can be picked up from our office.
3. Send the written prescription to the online pharmacy of your choice. They do not need approval from us since you have a signed prescription already.
4. You may experience a delay in service or repeated requests for information after submitting a written prescription to an internet pharmacy; this is an issue that is specific to many internet pharmacy protocols and not a result of Timberview Pet Clinic withholding information or denying prescription refills. The written and signed prescription you receive from us should be sufficient to fill your medication order.

## **Epethealth.com Pet Portal and [www.timberviewpet.com](http://www.timberviewpet.com) Home Delivery**

1. Register and sign on to [www.timberviewpet.com](http://www.timberviewpet.com) for your pet portal and Timberview Pet Clinic's Home Delivery pharmacy.
2. Choose the medication that is needed for your pet and complete your request as instructed.
3. Once the request is reviewed and approved by our doctors, your approved prescription is forwarded to our Home Delivery pharmacy, Webster Vetsource Home Delivery.
4. You will **not** need the waiver form since this is run through our distributor directly and we have control over your prescription.