

Highland Veterinary Clinic



Internet Pharmacy and Client Privacy Policy

At **Highland Veterinary Clinic**, it is our policy to take every possible step to ensure that our patients receive the very best pharmaceutical products available when that product is directly dispensed or endorsed by Highland Veterinary Clinic. According to state and federal laws, veterinarians are required to have a valid client/patient/veterinarian relationship (renewed yearly via examination or applicable medication testing/monitoring) in order to prescribe certain medications for patients. Further, is the policy of Highland Veterinary Clinic to comply with the Indiana Veterinary Practice Act, which this year states that Indiana veterinarians are required to guard your pet owner privacy, and therefore, client/patient information must be kept confidential unless our client signs a written request or orally submits a telephone request to our practice directly requesting that we confirm or transfer their personal information. The practice act is not as strict as HIPPA is for human medical practitioners, but some privacy guidelines have been enacted. Lastly, we've been advised by the FDA that our distributors are now required to submit a pedigree or tracking documentation (called a prescription pedigree) to enforce stricter import laws and discourage re-routing of undocumented prescription product throughout the country.

At our facility, we carry a number of prescriptions, products, veterinary "prescription diets" and products labeled by the manufacturer "for sale by licensed veterinarians only". We try to keep our prices within reason, but as a business, we have costs to cover to provide the products and product use information to you. Because we understand that you wish to get the best product, for the least amount of money, and you wish to have a wide variety of choices, and because we acknowledge that shopping at home is easy and convenient, we have developed a relationship with VetSource, which is operated directly by our primary veterinary supplier. But you are the pet owner. If you wish, we will gladly write prescriptions for your pet in lieu of selling them here, or through our internet pharmacy. ***We do, however wish for your decision to be an informed decision, and want you to know several things regarding prescription sales through some or all other sources, and wish for you to know that our internet pharmacy policy is not entirely economical but based on regulatory compliance as well as privacy compliance.***

1. All major manufacturers (Novartis, Pfizer, Bayer, Merial, etc.) of veterinary specific products (Triheart®, Sentinel®, Frontline®, Rimadyl®, Anipryl®, Metacam® to name just a few) maintain a policy of sales exclusively through licensed veterinarians.
2. All or most catalogue/online sources cannot obtain specific veterinary products directly from the manufacturers.
3. All or most catalogue/online sources will not divulge from whom they are purchasing their veterinary specific products.
4. Because of these diversionary tactics, many products that they do dispense are out of date or will soon be out of date once they reach a customer's door (i.e. we have heard of Iverheart monthly heartworm prevention arriving in a six month package and the owner only able to give 4 out of 6 tablets because the expiration was for less than the 6 month duration.
5. Because of the lack of tracking, most guarantees that manufacturers normally make regarding their products are null and void if their products are obtained through non-approved channels. This includes the guarantee reimbursement programs for flea control, as well as all heartworm and intestinal parasite claims. This means if your pet gets heartworm's disease while taking Revolution, Interceptor etc from a catalogue/discount house, the manufacturer will not finance your pet's treatment, while they will for VetSource or if you obtain the prescription directly from a local veterinarian.
6. Pharmaceuticals manufactured and labeled for use in other countries (namely Australia) have been illegally diverted and sold through these discount houses in the United States.

7. Counterfeit products have been produced.
8. We have had experience in which one of our clients did not place an order through a widely known online pharmacy/discount house/catalog, but his identity had been used to try to divert and order a large amount of prescription product because he had used the pharmacy 2 years prior and malware had been installed via his browser.
9. We have had experience in which one of our clients experienced identity theft and credit card fraud by an employee of a lesser known online pharmacy/discount house/catalog and had to go to court to resolve the matter.

If you prefer to purchase your products at catalogue/online houses, again we will gladly write prescriptions for these products according to the following guidelines:

1. You must have an annual wellness examination and any monitoring (such as heartworm testing) that the pharmaceutical manufacturers require as constituting a valid veterinarian/client/patient relationship.
2. To receive a written prescription, please call ahead so we can have it ready for pick up. We will only ask that you sign a copy of this policy each time a new script is written.
3. All state and federal prescribing laws are just as applicable as if you purchase the prescription here (some of the discount houses have not always followed the federal and/or state laws; so you must trust them at your own risk). We thank you for choosing HVC to manage your pet's health and hope to be of help when we can, but we cannot put our practice at risk by acting in any such way that we appear to "endorse" discount house or unknown third-party activities.
4. To avoid any potential doctor-patient confidentiality issues, false orders etc., we will not communicate with the discount house in any form or fashion. We will not fax, or return faxes to them. We will not accept their phone calls.
5. Highland Veterinary Clinic will try to ensure that fair and competitive pricing continues via our practice's online pharmacy (powered by VetSource) but will no longer match varied online pricing.
6. It is your responsibility to ensure that the written prescription is sent, filled, labeled, shipped and used correctly. The discount houses have a reputation for poor customer service, and we cannot be expected to take the time to oversee their operations and shortcomings.

I have read and understand the Internet Pharmacy Policy for Highland Veterinary Clinic

Client Signature