

Hello,

We understand the convenience of online pharmaceutical companies; however, due to the high volume of requests that we receive daily, we will be making some changes to how we process requests through outside online pharmacies.

Starting today, we will no longer approve prescription requests from outside pharmacies by phone or by fax. This DOES NOT mean that you cannot get your pet's medication from an outside pharmacy. You will need to pick up a written prescription. This prescription can be taken to or mailed to a pharmacy of your choosing.

If you would like the convenience of ordering online and getting your pet's medications delivered directly to you, we partner with an online pharmacy that works directly with veterinarians and the manufacturers of the medications. They offer competitive pricing with the peace of mind that the products are coming from a reputable source, and they are backed by the manufacturer. They offer discounts for first-time and repeat customers. The pharmacy is called Covetrus and can be found on our website or at the link below.

<https://43aah.vetsfirstchoice.com/>

So why the change in policy?

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. 43rd Avenue Animal Hospital cannot verify if a pharmacy is FDA compliant or if their products are backed by the manufacturer.

We have experienced additional issues with 3rd party pharmacies including:

- Medications not being dispensed correctly or as directed.
- 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.

Most importantly, the sheer volume of requests and the staff time required to deal with these issues is taking our staff away from providing the best care for our patients and clients.

If you have any questions regarding this policy, please contact us by phone call or text at 602 843 5452.

