

## FILLING A PRESCRIPTION FROM AN OUTSIDE PHARMACY

When a client requests to fill meds from an outside pharmacy of any sort, here are the steps that we go through:

- Receptionist takes client request and checks the credibility of the outside pharmacy
- Receptionist pulls client and patient file
- The request and file are handed off to a veterinary technician for review with the Doctor
- The Doctor reviews file and approves the prescription for med fill/refill if patient has been seen within the year and there are no extenuating circumstances
- Client will only be charged \$15 for each med for each patient once per year
- Technician puts a copy of the approval in client file
- Technician hands off the approval to reception to contact the client
- Reception sends the approval directly to outside pharmacy
- Client is billed for the prescription refill

While it appears to be a simple process from the outside, it does require a complete and thorough verification of the patient situation by our team to fill or refill a medicine. As the authorizing veterinary clinic, our Doctors are responsible for complete compliance which results in a fee to the client.

We appreciate your business and hope that you understand how seriously we take your pets' healthcare.