

**Highland Animal Clinic**

11650 Old Seward Hwy

Anchorage, AK 99515

907-344-0561

Waiver of Responsibility and Liability for Prescriptions to be Filled by Outside Pharmacies or Internet Catalog Vendors

Client's Name: _____ Pet's Name: _____

It is our policy to take every possible measure to ensure that our patients receive the very best pharmaceutical products available. This is especially important when it comes to chronic conditions requiring long term medication. However, we understand and empathize with the desire to find products less expensive. We know that several "human" pharmacies, catalogue houses and online websites presently sell these products cheaper than we are able to. If you wish, we will write prescriptions for your pet for these products in lieu of selling them here. We do, however wish for your decision to be an informed decision, and want you to know some of the issues regarding outside prescription sales:

- a. All major manufacturers maintain a strict policy of sales exclusively through licensed veterinarians. All non-veterinary pharmacies, catalogue houses and online website sales are through non-approved channels.
 1. Highland Animal Clinic takes measures to ensure the vaccines, medications and products we provide to our patients are properly handled and stored from initial manufacture until they reach our facility. The items we offer from our hospital supply are obtained either directly from their manufacturing source or via our relationships with selected major distributors which track these items to verify their integrity.
- b. Most guarantees that manufacturers make regarding their products are null and void if their products are purchased through non-approved channels. This includes guarantee reimbursement programs for adverse drug reactions.
- c. Pharmaceuticals manufactured and labeled for use in other countries (Australia, New Zealand) have been illegally diverted and sold through some internet sources and catalogues in the United States. In addition, counterfeit medications, preventatives and product have been produced and sold to unsuspecting consumers. The FDA-CVM has documented these problems with the use of some internet sources.
 1. Discount houses have been cited by the FDA and State Boards of Pharmacy for violating prescribing procedures. PetMedExpress (a.k.a. SaveMax), in particular, was recently fined over \$100,000.00 by the FDA and Florida Department of Health. This particular discount house has also recently been sued by the Texas Board of Veterinary Medical Examiners and the Texas Pharmacy Board.
- d. Shipping charges, delays, improper handling and storage, mis-shipments and damaged products are several of the reasons that many clients feel that the hassles of dealing with catalogue houses are not worth the savings.
- e. Filling medications through "human" pharmacies can result in improper filling of prescriptions due to pharmacist error with medication and dosage differences between human and animal patients.
- f. Understand that the sales of many of our retail products help subsidize the cost of other services at this hospital, namely work in emergencies and rarely used drugs.

After reading the information above, if you still prefer to purchase your products at via "outside pharmacies", we will write prescriptions for these products according to the following guidelines:

1. All state and federal prescribing laws apply the same as if you purchase it here.



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2. For written prescriptions we strongly recommend you send them the original and retain a copy for yourself. We recommend our physical prescription to be used rather prescription being called or faxed into the pharmacy so it can be traced back and authenticated in the event medication error, failure or reaction occurs.
3. To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house in any form or fashion.
4. It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped and used correctly. *The discount houses have a reputation for poor customer service, and we do not oversee their business.*
5. We will not become involved in any product failure issues for products purchased through these discount houses.

Signature of Owner: _____ Date: _____