



April 1, 2023

Dear Valued Clients,

We understand the convenience of online retailers; however, due to the volume of requests that we receive daily, we are making changes on how they are processed. Providing the best care for our patients and clients is our first priority, however, the staff time required to handle these outside pharmacy requests is no longer practical.

We partner with an online pharmacy called Vets First Choice that works directly with veterinarians and the manufacturers of the food and medications. If you would like the convenience of ordering online and getting your pet's medications delivered directly to you, we are happy to be able to offer competitive pricing with the peace of mind that the products are coming from a reputable source, and they are guaranteed by the manufacturer! Our online pharmacy offers discounts for first-time and repeat customers. Shop anytime by following the link on our website or use the QR code below.

So why the change in policy?

Some online pharmacies do not purchase their medications directly from the manufacturer. They are often purchased from 3rd party vendors with no guarantee of how they have been stored or from where they have come.

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

- Medications being dispensed incorrectly or not as directed
- Prescriptions approved or denied without doctor or client consent
- Products arriving not in their original packaging
- Products arriving labeled for use in other countries
- Fraudulent products being sold

Starting **April 15th**, 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 signed written prescription that can be sent to a pharmacy of your choosing.

We appreciate your support of our local family veterinary hospital. We are proud to have been a part of this community for **49 years** and look forward to continuing our care for your beloved pets.

Sincerely,

Dr. Jeff & Deanna Holmes & Staff

holmesanimalclinic.com