

Prescription Policy Effective January 1, 2025

In the past several months, the amount of online prescription requests has been increasing. These requests come from a variety of sources; Chewy, 1-800-Pet-Meds, VetRx, etc. The time needed to print these requests, research patient records, approve or deny requests, and email back, is overwhelming. This has become a daunting task for our technicians and veterinarians.

Our team has sat on hold for 20+ minutes at a time with Walmart, Chewy, Walgreens, and other pharmacies waiting to call in a prescription. While our clients are in the building, or on the phone, our focus should be on you, not sitting on hold. We simply can't afford to pay our staff to work for other outside pharmacies.

Affordable Veterinary Care has an online pharmacy, Vetsource, that can provide any medical needs our patients have whether it be medicine or dietary products. Our online store also has a variety of grooming supplies, treats, pet furniture, and bowls/feeders. Any products bought from our store are 100% guaranteed and backed by the manufacturer. We cannot guarantee products bought from any other online source.

Our online store also offers an auto-ship option where you can have your medications or dietary products shipped to your door at the same time each month, every six weeks, or any time frame you choose. It's a great convenience to be able to keep your pet products stocked without having to leave the comfort of your own home! You can check out our online store by clicking on the Home Delivery link on our webpage www.avcmjtn.com.

As of January 1, 2025, we will no longer approve requests from outside online pharmacies other than our own. Our staff can gladly assist you with setting up an account with our online pharmacy and help you with ordering the products you need. Our doctors can also send you suggestions or scripts right to your email using our store.

If you choose to use other sources, our veterinarians will be happy to write a prescription for you during your annual exam for any medically necessary medication. You will need a written prescription from our hospital. We will not approve any prescriptions over the phone and will not call them into any pharmacy. We cannot fax or email a written prescription; you must have the original. We will not write additional prescriptions for any controlled substance if you lose the original. Once you have a written prescription, you are welcome to use any pharmacy you choose. Written prescriptions can take several days to complete due to our veterinarian's work schedules so please plan accordingly.

We sincerely appreciate our clients and their loyalty to our hospital. Thank you for your patience and understanding as we make this transition. We want to provide the best customer service possible while ensuring our staff has time to take care of our client's and patient's needs.