



## 48th Avenue Animal Hospital

5020 – 48<sup>th</sup> Avenue, Ladner, BC V4K 1V8

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### PRESCRIPTION REFILL PROTOCOL - CLIENTS

#### REFILL POLICY

Prescriptions are an important tool in providing your pet with appropriate medical care. So that you receive the prescriptions your pet needs in a timely fashion, we ask that you abide by the following policy.

Please allow at least 48 hours for all refill requests. Plan ahead. Please do not wait until the last minute to call for your refill, as we may not be able to accommodate your request as quickly as your pet needs. **It is best to call 7 days in advance of your pet's medication running out for a prescription refill.** Some prescriptions are special order medications that require additional time for delivery.

It is your responsibility for knowing when your pet's medications will need to be refilled. To avoid discrepancies in prescriptions we generally refill prescriptions during office visits. We try to prescribe enough medication until your next appointment. Before your pet's medication runs low, please call us for an appointment.

Additionally, if we have not seen your pet recently, or if the relief doctor on duty when you call (weekend, holidays, etc.) is not comfortable refilling your prescription for any reason, we may need to do some extra work in calling your specific doctor and getting the ok to refill.

#### GENERAL PRESCRIPTION INFORMATION

- Dispensing or prescribing a prescription product requires a Veterinarian-Client-Patient Relationship (VCPR). This means veterinarians are required to examine your pet and understand your pet's health care needs, as well as have a relationship with you, before medication can be prescribed. Without a valid VCPR, our use of veterinary prescription drugs or the use of any pharmaceutical in a manner that differs from their labeled use is unethical and is illegal under federal law.
- To avoid drug interactions you must inform us of all medications, both currently and in the past, which have been prescribed for your pet. Include all over-the-counter medications as well as all herbal and vitamin supplements your pet is taking.

- Please give your pet all medications as prescribed. Not doing this can produce serious health complications. **Always let us know if your pet has an unexpected reaction to a medication or the prescription that you received appears different from what was dispensed previously.** New symptoms and/or events may require an appointment. We are unable to accurately diagnose conditions via the phone.
- Many prescriptions require a followup appointment and examination every 3-6 months, or as recommended by the veterinarian.
- Controlled substances are medications that have been declared by federal or state law to be illegal for sale or use, except when dispensed under a physician's or veterinarian's prescription. The basis for control and regulation is the danger of addiction, abuse, physical and mental harm (including death), the trafficking by illegal means, and the dangers from actions of those who have used the substances.
- Controlled substances/narcotic prescriptions for your pet require a follow up appointment and examination every 30-90 days, or as recommended by the veterinarian.
- Medications are for the prescribed pet's use only. You should not 'share' your pet's medicine.
- **Please PROPERLY DISPOSE OF ALL UNUSED PRESCRIPTION DRUGS.**
- When calling in your prescription refill, please have the following information ready for the receptionist:
  1. Drug name
  2. Strength
  3. Dose currently being administered
  4. Quantity requested
  5. Any outside pharmacy information if the refill is being sent out

**WE DO NOT ACCEPT REFUNDS ON ANY MEDICATIONS.**