

# *Sun Valley Animal Hospital*

4706 Old Charlotte Hwy  
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## Prescription Fill/Refill Policy

Sun Valley Animal Hospital welcomes the opportunity to refill prescriptions for pets on heartworm prevention, long-term pharmaceutical medications, prescription diets, and all other prescription medications. Our well-stocked pharmacy can handle most requests and if not, we are happy to write a prescription or call medication into a local pharmacy of your choosing\*.

In order to fill prescriptions or authorize refills we must comply with state and federal law, work within the code of veterinary ethics and adhere to internal policies that allow for proper dispensing of medication and record keeping.

Please understand that the decision to fill or not to fill a prescription is based on many factors, the greatest of which is patient safety. If you have any questions regarding your pet's medications at any time, please feel free to have an open dialogue with our staff to discuss your questions.

Please note our policy as outlined below:

- Prescription Medications
  - Patient must be a current patient of Sun Valley Animal Hospital
    - A current patient is defined as a patient that has been examined by a veterinarian on staff at SVAH within the last 12 months.
    - Prescriptions for patients that are not current patients of Sun Valley Animal Hospital cannot be authorized.
    - Sun Valley Animal Hospital MAY act as a dispensing pharmacy for medications authorized by another veterinarian unaffiliated with Sun Valley Animal Hospital, issuing a valid prescription, as a onetime courtesy. This act is not guaranteed, and is decided up on a case by case basis.
  - The prescription must be for a diagnosis/problem that has been addressed by a veterinarian on staff.
    - New prescriptions are those associated with a new or different diagnosis than is shown in the patient's medical record and will only be authorized, dispensed, or written for patients that have been recently diagnosed with such problems via an examination at the discretion of the attending veterinarian.
    - Prescriptions for patients with recurring medical problems for which there have been large lapses between the fillings of such prescriptions will be filled at the discretion of the attending veterinarian after review of the medical record.
    - Prescriptions for chronic medications, i.e. long term medications for ongoing chronic conditions can be filled, as authorized by the attending veterinarian.
    - Heartworm prevention type medications can be filled as long as the policy of SVAH is adhered to regarding heartworm testing, compliance, and current patient status. The attending veterinarian has the final say as to issuance of

prescriptions and prescription medication. Adhering to these policies insures safety to your pet, it is not meant to be overbearing.

- Written prescriptions can and will be written for medications that are not stocked at SVAH. These written prescriptions can be obtained at SVAH.
- Call-in prescriptions WILL NOT be authorized to third party pharmacies that are not local such as 1-800-Petmeds or the like, nor will we authorize these types of prescription requests received via a fax. A written prescription can be obtained for the medication at SVAH upon your request and the client may then forward it on to the pharmacy of their choice. (This policy was placed into effect because there have been issues with these types of pharmacies not adhering to the prescribed order, subsequently placing patients' safety in jeopardy.)
- Refill Prescriptions
  - Clients may call to request refill of medications.
  - Requests placed before 12pm will be ready after 2p the same day.
  - Requests placed after 12 pm will be ready the following day after 9 am.
  - Clients are encouraged to call prior to picking up medication to be sure it is ready.
  - Refills are authorized by the attending veterinarian per SVAH policies as noted above.
  - Refills requests may be denied based on lack of compliance, failure to perform necessary/recommended bloodwork, concerns for drug overdosage, or drug abuse or any other concern for which the attending veterinarian feels the prescription should be denied.
- Returns
  - Prescription medications once dispensed cannot be placed back into inventory. Therefore, most prescription medications, or the balance thereof cannot be returned for credit. However, exceptions do occur, so please contact SVAH if this is a concern.