



CROSS TIMBERS ANIMAL MEDICAL CENTER

2601 Cross Timbers Road
Flower Mound, TX 75028-2717
Phone: (972) 874-VETS (8387)

John R. Harvey, DVM
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www.CrossTimbersAMC.com

PRESCRIPTION POLICY & WAIVER

At Cross Timbers AMC, it is our policy to take every possible step to be sure that our clients and patients receive the very best pharmaceutical products available. Veterinarians are required by law to have a valid client/patient/veterinarian relationship in order to prescribe certain medications for patients. A number of the products that we carry are “for sale by licensed veterinarians only”. We try to balance the convenience for you by having products available at the hospital for your purchase. We can also mail certain products to you for a nominal fee if you prefer (may be free depending on the product / shipping method). We keep our prices reasonable and competitively priced.

If you wish, we will gladly write you a prescription in lieu of selling the product here or mailing them to you. We do however, wish for your decision to be an informed decision, and want you to know several things regarding prescription sales through some or all other Internet sources:

- All major manufacturers (Novartis, Pfizer, Bayer, Merial, etc.) of veterinary specific products (Interceptor, Sentinel, Frontline, Deramaxx, Rimadyl, Anipryl and Metacam to name a few) maintain a policy of sales exclusively through licensed veterinarians.
- Most catalogue/online sources cannot obtain specific veterinary products directly from the manufacturer. They have been known to twist their words about where they obtained their product. They may report the product is from “X” manufacturer, however, they do not say they purchased from the manufacturer.
- Most guarantees that manufacturers make regarding their products efficacy are null and void if their products are obtained through non-approved channels, i.e., most internet pharmacies. This includes the guarantee reimbursement programs for flea control, as well as all heartworm and intestinal parasite claims. This means that if you purchase heartworm medication through Aladdin and your pet develops heartworms (and there is reasonable proof that you have given the product appropriately), the drug company will pay for the treatment. If you purchase your medications over the Internet, this protection is voided.
- Most catalogue/online source sales of these products/medications are through non-approved channels.
- All or most catalogue/online sources will not divulge from whom they are purchasing their veterinary specific products.
- Pharmaceuticals manufactured and labeled for you in other countries have been illegally diverted and sold through these discount houses in the US.
- Counterfeit and short dated products have been produced.
- The FDA and State Boards of Pharmacy have cited some discount houses for violating prescribing procedures. PetMedExpress, in particular, was recently fined over \$100,000 by the EPA and Florida Dept. of Health. The Texas Board of Veterinary Medical Examiners and the Texas Pharmacy Board have also sued this discount house. We can provide information and details regarding these issues in detail if you would like.
- PetMedExpress has deceptive advertising, as many times our prices are LOWER than their prices. They have actually lowered their price on a product when the client was informed.
- Our products come with a person to help you utilize them in the most efficient manner. We help you learn to apply the product for maximum effectiveness. The discount houses are not interested in what other medications your pet is on and if there may be any potential adverse effects or problems when you pet is on numerous medications. Cross Timbers AMC keeps your pets records and is fully aware of the dose, dosage instructions as well as



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refill information and requirements regardless of where you choose to purchase the product. Our ultimate goal is the safety of your pet, not trying to get your money.

If you prefer to purchase your products over the Internet, we will gladly write you a prescription for these products according to the following guidelines:

- You must come into the hospital to pick up the prescription and sign this waiver form stating that you have read and are fully informed regarding Cross Timbers AMC's catalogue / Internet prescription policy.
- All state and Federal laws apply the same as if you purchase it here. Some of the discount houses have not always followed the federal and / or state laws, but trust them at your own risk.
- We will write one prescription per medication per pet per 6 months at no charge for pick up in person. You are responsible for sending the prescription in to your choice of pharmacies. If this prescription is lost or filled improperly by the internet pharmacy, additional copies will be provided to you at a bookkeeping fee of \$16.
- To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house in any form or fashion. We will only return faxes to them. We will not accept their phone calls.
- 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 cannot be expected to take the time to oversee their operations and shortcomings. We cannot be responsible if they send counterfeit or unauthorized products to you.
- We will not become involved in any product failure issues for products purchased through these discount houses. This includes any prescription or nonprescription products.
- If you change your mind after we have written a prescription for you, we will be unable to fill the prescription for you here until you return the actual prescription form to us.

**If you find an online pharmacy that is willing to prove their purchases of veterinary specific products directly from and only from the veterinary manufacturers listed above, we would like to see the details and are willing to consider changing our recommendations toward that source.

OWNER INFORMATION:

NAME: _____ ADDRESS: _____

PATIENT INFORMATION:

NAME: _____ SPECIES: _____ WEIGHT: _____ lbs.

OWNER RELEASE & WAIVER OF LIABILITY:

I assume full responsibility for the medication (_____) I am receiving from a source other than Cross Timbers Animal Medical Center and will in no way hold Cross Timbers Animal Medical Center or the doctor's / employee's responsible for any adverse reactions resulting from purchasing my medications elsewhere.

Signature of client responsible for pet(s): _____ Date: _____

CT-AMC Initials: _____