



Online Pharmacy Update

We are writing you today because we have increasing concerns about the ethical behavior and authenticity of products supplied by (some) online pharmacies and internet retailers of pet medications. We have teamed up with Vetsource online pharmacy which is an extension of our hospital. The products from Vetsource can be trusted, and not only do we stand by them, but the manufacturer will stand by them too, which is not the case with most online pharmacies. We are committed to providing the best and safest medications for your pet, and for this reason, we do not recommend purchasing medications from any online pharmacy except Vetsource. Because we want your decisions to be well informed, we have summarized the major concerns below:

- After discussions with multiple veterinary pharmaceutical companies that manufacture several of these products, we have discovered that many of these companies limit the distribution of their products through licensed veterinarians, and so products obtained from many internet retailers are likely acquired illegally through non-approved channels.
- The manufacturer cannot guarantee safe handling, appropriate storage, and that the product has not been tampered with when they are not obtained through a licensed veterinarian. For this reason, the companies will not honor their warranties/guarantees if the products are not obtained through a licensed veterinarian. This means that reactions to the medications or failure of the medications (ie: preventatives) are not covered by the manufacturer's warranty.
- Several clients have reported that they have received medications outside of their original packaging which leads us to question the authenticity of these medications.
- Pharmaceuticals manufactured for and labeled for use in other countries (namely Australia and Mexico) have been illegally diverted and sold through these discount houses in the United States.
- We have also noticed several mistakes made on the part of multiple online pharmacies.

For the reasons outlined above, we do not recommend purchasing medications from online pharmacies other than Vetsource. Please reference the following link for more detailed information:

<http://www.fda.gov/animalveterinary/resourcesforyou/animalhealthliteracy/ucm203000.htm>

We understand that some of our clients have relationships with other online pharmacies and that switching to Vetsource or obtaining the products from our hospital might be an inconvenience, but please know that we are only trying to preserve the integrity of these products and the warranties available through their manufacturers. If you would like to utilize the Vetsource service please visit our website at mlahvet.com (select Vetsource Home Delivery below the Resources tab) If you choose to have in-hospital pick-up, we also offer a convenient way to make requests via our mobile app. Simply download Mount Laurel Animal Hospital from the iTunes and GooglePlay stores.

As always, our online or in-hospital pharmacy is available 24 hours a day for your convenience.

Thank you for entrusting us with the care of your beloved family members. If you have any questions or concerns please do not hesitate to contact us.

Sincerely,

Drs. Torre & Mankowski and the Doctors and Staff at Mount Laurel Animal Hospital and Emergency Service

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