

Healthy Paws Animal Hospital Prescription and Refill Policy

By Dr. Karen Burgess



- Allow 48 hours' notice for any prescription refill requests. Any requests made on Tuesday will be completed by Thursday, requests made on Friday will be completed by Monday.
- Illinois Law allows veterinarians to dispense medication only to animals who have a valid veterinary-client-patient relationship. At Healthy Paws Animal Hospital pets need to at a minimum have been examined within the last year to meet this standard. In addition, medication cannot be dispensed for a problem that a pet has not been examined for specifically. This is for the safety of your pet and to ensure medications and dosing will not be harmful.
- Health Paws Animal Hospital will provide a written prescription at the request of a client.
- Some pharmacies obtain their drugs through third party vendors (resellers) which may void any manufacturer guarantee. The pharmacy may provide their own guarantee but this is often for the price of the product only and not for any ensuing treatments that may be required if problems arise. The majority of branded products purchased through a veterinarian carry an aggressive guarantee with financial support in the case of problems.
- After receiving any prescription, confirm the accuracy of the product labeling with information provided by Healthy Paws Animal Hospital (ex. keep a copy of the original written prescription to compare). This includes looking at the product name, dosing, volume/amount, and directions. Contact Healthy Paws Animal Hospital with any discrepancies before administering to your pet.
- Check all products for valid expiration dates.
- Healthy Paws Animal Hospital will provide written prescriptions for clients to submit to online pharmacies. Previous attempts to phone or fax prescriptions to online pharmacies by Healthy Paws have brought several issues to our attention (including but not limited to requests for prescriptions that were not requested and wrong prescriptions being filled). In an effort to provide our clients with safe and guaranteed prescriptions at a reasonable expense, Healthy Paws Animal Hospital prices out flea, tick, and heartworm preventative twice yearly ensuring that we stay price competitive with a major online pharmacy. We believe in general the potential risk to our patients in using online pharmacies outweighs the perceived benefit.

Joint Committee on Administrative Rules
ADMINISTRATIVE CODE

TITLE 68: PROFESSIONS AND OCCUPATIONS
CHAPTER VII: DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION
SUBCHAPTER b: PROFESSIONS AND OCCUPATIONS
PART 1330 PHARMACY PRACTICE ACT
SECTION 1330.750 RETURN OF DRUGS

Section 1330.750 Return of Drugs

- a) Once a dispensed drug is removed from the premises by a patient or the patient's agent, that drug shall not be accepted for return or exchange by a pharmacy or pharmacist.
- b) The provision of subsection (a) shall not apply to a drug dispensed to a patient of an institutional healthcare facility where a licensed healthcare professional administers the drug and the pharmacist ensures that:
 - 1) The drugs were stored in compliance with Sections 1330.610 and 1330.630;
 - 2) The drugs are not contaminated, deteriorated or beyond their use date;
 - 3) The returns are properly documented; and
 - 4) Obtaining payment twice for the same drug is prohibited.
- c) The provisions of subsection (a) shall not apply to drugs returned for purposes of destruction. The returned drugs must be stored separately from the pharmacy's active stock.
- d) The provisions of subsection (a) shall not apply to drugs returned when the wrong medication was dispensed to the patient or in the instance of a drug recall. In no instance may returned drugs be reused or returned to active stock.

(Source: Amended at 39 Ill. Reg. 6267, effective April 23, 2015)