

WESTARBOR ANIMAL HOSPITAL

6011 Jackson Road
Ann Arbor, Michigan 48103

734-769-5391

www.westarbor.com

At Westarbor Animal Hospital, it is our goal to make sure that all of our client's pets 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. Many of the products that we carry are "for sale by licensed Veterinarians only". For your convenience we have the products available at our hospital for your purchase.

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

1. 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.
2. Most catalog/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 directly from the manufacturer.
3. 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 Westarbor 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.
4. Most catalog/online source sales of these products/medications are through non-approved channels.
5. All or most catalog/online sources will not divulge from whom they are purchasing their veterinary specific products.
6. Pharmaceuticals manufactured and labeled for use in other countries have been illegally diverted and sold through these discount pharmacies in the US.
7. Counterfeit and short dated products have been produced and sold.

8. 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.

Our products come with the education to help you utilize them in the most safe and effective manner. We help you learn to apply the product for maximum effectiveness. The discount pharmacies are not interested in what other medications your pet is on and if there may be any potential adverse effects or problems when your pet is on numerous medications. Westarbor keeps your pet's records and is fully aware of the dose, dosage instructions, as well as refill information and requirements regardless of where you choose to purchase the product. Our ultimate goal is the safety of your pet.

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 to the hospital and pick up your prescription and sign this waiver form stating that you have read and are fully informed regarding Westarbor Animal Hospital's catalog/internet prescription policy.
- It is your responsibility to ensure that the prescription is sent, filed, labeled, shipped and used correctly. The discount pharmacy houses have a reputation for making errors. We can not be expected to take responsibility of their operations and shortcomings. We are not responsible for the quality, or the source of the products they send to you. We can also not be responsible for whether they send counterfeit or unauthorized products to you.
- We will not become involved in any product failure issues for products purchased through these discount pharmacies. This included both prescription and non-prescription products.
- If you change your mind after we have written a prescription for you, we will be happy to fill your pet's prescription in house, but we will need to have the written prescription returned to us before we can do so.

Owner Release and Waiver of Liability:

I _____ assume full responsibility for any medication prescription that I am receiving from a source other than Westarbor Animal Hospital. I will in no way hold Westarbor Animal Hospital or the Doctors or Staff responsible for any adverse reactions resulting from purchasing my medications elsewhere.

Client Signature: _____ Date: _____