November 7, 2018

Dear Valued Clients:

I’m writing to discuss the various safety concerns regarding online pet pharmacy products as well as to offer practical and positive solutions for providing you and your beloved pet with quality medications at competitive prices.

It comes as no surprise that online shopping has become widely accepted as the norm in a society drawn towards convenience, home-delivery options, and good bargains. In fact, each day we see countless ads on TV and online from large corporations promoting pet products at discount pricing. So, the question becomes two-fold: ‘*Are these products truly safe?’* and ‘*Are there better alternatives to current online pet pharmacy products?’* In an effort to better clarify this issue, I believe it’s necessary to weigh in with my professional opinion to better educate you, our valued customer.

Here are some of our concerns:

* When a pharmaceutical company sells products to discount retailers, the pharmaceutical company no longer has any knowledge of what happens to those products. They have no idea *how the products are shipped* from the discount retailer to the end-user; they have no idea *how* or *where* the discount retailers store the products; and they have no idea for *how long* the discount retailers store the products. Undoubtedly, with no comprehensive regulation from start to finish, quality control is virtually non-existent. Unfortunately, this can be (and often times is) detrimental to your pet.
* Black market pet medications come from unauthorized distributors, many of them from overseas. In certain countries, overseas distributors are guided by sub-standard regulatory standards with regard to pet product sales and distribution. Often times these products can be compromised, triggering adverse reactions in some cases and poor efficacy results in others.
* The majority of veterinary pharmaceutical companies do not guarantee the safety or effectiveness of their products when purchased from companies other than veterinary clinics. As a result, if and when a medical issue arises, these companies will not and cannot be held responsible.

Over the past couple of years, GMVH has noticed an increasing trend in the number of cases of pets experiencing atypical side effects from online medications. We have also experienced an increase in cases whereby prescribed medications have failed to work properly, leading to a number of negative medical consequences. As a result of these unfortunate (yet seemingly avoidable) issues, GMVH has decided to make changes to our pharmacy procedures, changes designed to benefit our community’s pets and families.

After much research and deliberation, we are pleased to announce our partnership with Vet Source Pharmacy, a safe and reliable resource for our clients to procure the high-quality, affordable medications we do not carry. Vet Source Pharmacy is a licensed human-grade institutional pharmacy that meets or exceeds the regulatory requirements in all 50 states. Their website is pharmacy-certified by the National Association of Boards of Pharmacy (NABP), and they are inspected regularly by the Oregon Board of Pharmacy.

For additional information about Vet Source, please continue reading:

* Vet Source handles approximately 135,000 items per month, their pharmacists overseeing each step of the process. They review each prescription, follow up with veterinary practices, check the quantity and expiration date of each medication, and confirm the prescriptions are for the appropriate species.
* Vet Source is able to maintain an error rate of less than 1 in 20,000 (.005%) items shipped. By comparison, a 2003 study of 50 human pharmacies in 6 cities across the U.S. conducted by the Journal of the American Pharmaceutical Association revealed an error rate of 1.7% — 340 times higher than that of Vet Source.
* Vet Source product pricing is competitive, and they pass along manufacturer monthly promotions to consumers.
* Vet Source offers home-delivery with details on free shipping on the website.

Please be assured that our goal in this endeavor is not to take away your right to make medical decisions for your pets; we absolutely understand your desire to use specific outside distributors for various reasons. However, starting on **December 1, 2018** we will be changing our procedures regarding online pet pharmacy products. Due to potential legal liabilities related to dispensing medications from potentially hazardous sources, GMVH will no longer be able to accept faxes or emails for medication approvals from ‘outside’ pharmacies. Instead, customers will need to pick up a script from GMVH before selecting the pharmaceutical resource of their choosing.

We understand that this process may be inconvenient to some, but it is our hope that Vet Source will solve this issue as well as increase overall purchasing options in a fiscally sensible manner. If this option seems of interest, please feel free to get in touch with any of our staff members to discuss. You can also simply click on and peruse the ‘GMVH-Vet Source link’ below, which can also be found on our website.

<http://glenmillsvethospital.vetsourceweb.com/site/view/site/view/HomeDelivery.pml?retUrl=https://www.gmveterinary.com/&cmsTitle=Glen+Mills+Veterinary+Hospital>

At GMVH, you and your pet are our top priority, and we will continue to offer a wealth of medications for your pets at competitive pricing and be able to offer more, with the addition of Vet Source. It is our pleasure to serve you, and we welcome any questions you might have regarding online pet pharmacies, GMVH products, or Vetsource products.

Sincerely,

Dr. Michelle Parker