



Important Prescription Policy Update *Effective July 7, 2025*

Dear Valued Client,

At Shelby Center Hospital for Animals, our top priority is providing safe, reliable, and efficient care for your pets. To better serve you, we are focusing on using our in-clinic pharmacy and Shelby Center's online pharmacy. These options allow us to directly manage your pet's prescriptions—meaning we can quickly prescribe, adjust, track shipments, and resolve any service issues on your behalf.

Shelby Center's online pharmacy also price matches major online retailers, including Chewy, while offering manufacturer-backed guarantees and home delivery. By using our online pharmacy, you can enjoy the convenience and competitive pricing of other platforms while ensuring your pet's medications are safe, effective, and fully supported by our team.

When we provide a written prescription for an outside pharmacy, please understand that we no longer have any oversight or control of the process. Once the prescription is filled elsewhere, any issues that arise—whether it's shipping errors, incorrect medications, or product defects—must be resolved directly between you and that pharmacy. Shelby Center cannot intervene or resolve problems with outside pharmacies.

We've made the difficult decision to no longer approve prescription requests from outside pharmacies (including online and local retail pharmacies) for the following reasons:

- Many outside pharmacies purchase products through third-party suppliers instead of directly from manufacturers, which means we cannot verify the safety, authenticity, or proper storage of these medications.
- Products from unverified sources may not be FDA-compliant, may void manufacturer guarantees, and sometimes arrive in secondary packaging, in foreign-labeled containers, or as counterfeit products.
- We have experienced significant issues, including medications being dispensed incorrectly, dosages altered without approval, and prescriptions processed or denied without our consent.
- Once a prescription is filled by an outside pharmacy, **we lose all oversight and the ability to assist you** if there's a problem. Any errors, shipping delays, or product issues must be resolved directly with that pharmacy.
- **Managing outside pharmacy request requires extensive time and staff resources, which pulls us away from** focusing on patient care.

What This Means for You:

- We will continue to fill your pet's prescriptions through our in-clinic pharmacy or Shelby Center's online pharmacy shelbycenterhospitalforanimals.ourvet.com/pet, which is safe, affordable, price matches leading competitors like Chewy, and is fully supported by our team.
- If you still prefer to use an outside pharmacy:
 - For non-controlled medications, we can provide a written prescription via email that you may print and submit to the pharmacy of your choice.
 - For controlled substances, you must pick up a written prescription in person.

We will always recommend the safest, most reliable, and most cost-effective option first—our in-house or Shelby Center's online pharmacy, where we can guarantee product quality and fully support your pet's prescription needs from start to finish. Thank you for your understanding and support as we make this change to better protect your pets and provide the highest level of care.

