



FIRESTAR VETERINARY SERVICE

FIRESTAR VETERINARY SERVICES POLICY REGARDING ONLINE PHARMACIES AND PRESCRIPTION REQUESTS

Dr. Freckleton and all of our staff understand and respect the financial considerations and convenience of filling prescriptions online. We are happy to provide a written prescription for medications we have prescribed for your horse, pony, donkey or mule. We will give this to you by USPS or by email. Please plan far enough in advance to get that prescription to the pharmacy.

If you start by placing your order before you have the written prescription in hand, we will reply to your pharmacy by phone or email ONCE and only once. If they do not move forward with your prescription from that communication we will be happy to provide the written prescription to you so that you can get it to them directly.

Please be aware of the following if you order from an online pharmacy:

- Some online pharmacies will *not* accept emailed prescriptions.
- Some online pharmacies will call us repeatedly, and then leave us on hold for 5-10 minutes or more without connecting us to anyone that can take your prescription information.
- Some online pharmacies will send messages to you saying that we have not approved the prescription when they have actually *never* contacted us, or have already had the prescription approved. This has happened to Dr. Freckleton with several different popular pharmacies when she has tried to order medication for her own pets! This disingenuous communication becomes very transparent when the owner and the veterinarian are the same person.
- When you compare prices be aware—we are not trying to over-charge you! Some online pharmacies are selling to you at prices near or below the price we pay from our ethical veterinary distributors. The FDA and other government agencies that are supposed to protect consumers are not well funded for this task in veterinary medicine. *Please take a buyer beware approach!*
- Under Virginia law we can only approve prescriptions for medications that Dr. Freckleton has prescribed for patients she has examined within a year. We will decline requests that fall outside legal or ethical boundaries.