

Lesslie Animal Hospital Policy on Filling and Refilling Medications

On behalf of myself and the staff of Lesslie Animal Hospital, we thank you for choosing our animal hospital for all of your pet's medical, surgical, boarding, and grooming needs. This document will communicate our clinic's policies on how medications can be filled initially as well as refilled at Lesslie Animal Hospital.

For any medications or prescription dog or cat food to be filled initially or refilled a physical examination has to have occurred within the last 12 months from one of the Veterinarians at Lesslie Animal Hospital. No medications can be filled or refilled if the prescription goes past 12 months from the last physical examination. In other words, if the next physical examination is due in 2 weeks, only 2 weeks of medication(s) will be allowed to be filled.

For certain medications there are some bloodwork requirements that will need to be met (along with the physical examination) in order to initially fill a prescription(s) or to continue refilling the prescription(s). The prescriptions are listed below with the bloodwork requirements beside each prescription medication.

Heartworm Prevention- For dogs, heartworm testing and a physical examination is required every 12 months. This test can be done at Lesslie Animal Hospital or another veterinary office so long as documentation is presented. For cats a heartworm test is not required only a physical examination would be required within the past 12 months. See below for more information on how many months can be refilled based on when the test and physical is due.

Thyroid Medication (Soloxine) for canines- A thyroid test (T-4) and a T-4 by ED (confirmatory thyroid test) will be performed for the initial diagnosis. After the Soloxine is started, we will have to do a T-4 post pill every 30 days until the correct dose is arrived at. This usually takes one to two T-4 post pill blood tests to achieve the correct dose. After the correct dose is arrived at, a T-4 post pill will have to be done every 6 months in order for the Soloxine prescription to be continued. T-4 post pill bloodwork must be done 4-6 hours after the morning dose of Soloxine is administered. No doses can be missed at any time during the process as it may skew the bloodwork results.

Thyroid medication (Methimazole) for felines- A thyroid test (T-4) that is high is sufficient to diagnose hyperthyroidism in cats. After the methimazole is started, a T-4 will need to be done every 30 days until the correct dose is arrived at. After the initial dose is arrived at, a T-4 will need to be done every 6 months in order to continue prescribing the medication. No doses can be missed at any time during the process as it may skew the bloodwork results. Full bloodwork must also be done at least every 12 months, this bloodwork will include thyroid testing.

Diabetic Cats or Dogs- Once a diabetic dog or cat is diagnosed, Insulin is initially prescribed. A blood glucose curve is then done within 7 -10 days of the initial insulin prescription and repeated every 7-10 days until the correct dosage is reached. Once the correct dosage is reached, a blood glucose curve needs to be performed every 3 months to continue the prescription. If the patients numbers are deviant from normal at any future curves, another curve will have to be repeated every 7-10 days until the blood glucose curve has acceptable numbers at the discretion of the Veterinarian. Full bloodwork needs to be done at least every 12 months along with a physical exam. There is a possibility that the blood glucose tests can be

performed at home under the right set of circumstances if you are comfortable doing them at home.

Heart Medications- Vetmedin, Lasix, Enalapril, or any other heart medication will require a shorter time between physical examinations due to how quickly animals symptoms with cardiac disease can change. The amount of time between physical examinations will be up to the Veterinarian(s) and will be variable and on a case by case basis. The minimum amount of time between physical examinations will be 6 months but the time could be shorter based on the symptoms and the severity of the heart condition. Bloodwork is required to be performed every 12 months.

Phenobarbital- Requires a physical and full bloodwork annually including a phenobarbital level and a phenobarbital level 6 months in between yearly exams and full bloodwork.

Pain Medications- (Novox, Gabapentin, Tramadol, etc.) These medications will require bloodwork every 12 months.

Certain medications by DEA law can only be filled for 30 days. These medications include but are not limited to; Tramadol, Alprazolam, Prozac, and Phenobarbital. These medications cannot be refilled prior to 29 days from the last time that they were filled regardless of the reason.

Antibiotics- All antibiotics require a physical examination prior to the initial filling. Refills may occur to continue an initial treatment however, in most circumstances, another physical examination will need to occur prior to a refill. This will be up to the discretion of the Veterinarian(s).

Apoquel- initial prescriptions will only need an initial physical exam and refills can be made until 12 months after the last physical examination.

Oral Flea and Tick Medication- All oral flea control products require a physical exam to be done within the last 12 months in order to be refilled.

Any other medications that are not listed above will be filled on a case by case basis.

Policy on requesting refill prescriptions: Since we moved to the new location on Riverview Road, we have become much busier than we were at our old location on 21 by pass. Because of this and in order for our clients to have a shorter wait time while we are refilling medications, we are asking clients to follow the below set of guidelines. All prescription refills should be called in at least 24 hours in advance. We will fill prescriptions that are called in the early morning to be picked up in the same afternoon. If you call in a prescription and ask to pick it up in a short period of time, we cannot guarantee that it will be filled when you come pick it up, there will more likely than not be a wait time that will be entirely dependent upon how busy our staff is. If you walk in and ask for a prescription without calling in advance, there will most likely be a longer wait time. In order for a medication to be filled, the prescription must first be approved by the Veterinarian which will require he or she to review the medical chart and then it will be given to a veterinary assistant to be filled, this process does take time. If we are busy and both the Veterinarians and assistants are occupied, it may take a while for them to approve and fill the prescription. There is also a chance that a physical examination and/or bloodwork will need to be done prior to the prescription refill therefore, if you do not call in advance and your pet is in

need of the physical and/or bloodwork, we will not be able to fill your pet's medication and you will have wasted a trip to the animal hospital. We will only be able to fill any prescription up to and until when the bloodwork and/or physical examination is due. For example if you request a refill for a 60 day supply of a medication and a physical and/or bloodwork is due in 30 days then you will only be able to fill 30 days of the medication until the physical exam and/or bloodwork is completed. As far as heartworm prevention, we will only be able to fill a 6 month prescription of heartworm prevention up to 3 months prior to when the physical exam and heartworm test is done. For example if the physical exam and heartworm test is due in 2 months you will not be able to refill 6 months of heartworm prevention until a physical examination as well as heartworm test is done. We would still be able to fill the amount of months prior to when the physical and heartworm test is due in the form of single doses of heartworm prevention. It is strongly recommended and encouraged that at the time of your yearly exam and heartworm test that you get a Proheart12 heartworm injection, or purchase 12 months of heartworm prevention so you don't run out prior to your next yearly. If you don't get a proheart 12 injection or 12 months of heartworm prevention make sure that you are giving heartworm prevention monthly and refill it in 6 months if you purchased a 6 month supply at the yearly exam. When doses are getting missed or the 6 month supplies aren't getting filled on time that is when the prescription requests are being made 2-3 months prior to when the next yearly is due.

These policies are Lesslie Animal Hospital policies but they do follow the guidelines as set forth by the state licensing board that monitors all Veterinarians. If the above policies aren't followed correctly, the Veterinarian that didn't follow the policy would be subject to expensive fines, and disciplinary action that could include their Veterinary license being suspended.

We thank you in advance for adhering to the policies and ask that you are patient with our Veterinarians and staff in understanding that we must treat each request carefully and accurately to ensure that all of the pets entrusted to our care are receiving the accurate medication as well as dose schedule. We also ask that you are respectful of our Veterinarians as well as staff members and we will in return strive to show all of our clients the same level of respect.

By signing below, I am stating that I have read and understand this document and will follow the policies stated above. I am also stating that I have received a copy of the document for my present as well as future reference.

Pet owner and responsible party

Requirements for surgery, boarding, grooming, and all other services when a pet is left at Lesslie Animal Hospital and the owner returns to pick their pet up at a later time or date

I would like to thank you for entrusting Lesslie Animal Hospital and our staff for the care of your beloved pet for all of your boarding, grooming, surgical, as well as medical needs. It means a lot to all of us that you chose our animal hospital and we will always strive to give the best possible care to your loved one.

All dogs that are left at Lesslie Animal Hospital for any reason and are 7 years old or younger will be required to be current on distemper/lepto/parvo vaccination, bordatella vaccination, rabies vaccination, and have a current fecal examination as well as physical examination within the last 12 months. All dogs that are 8 years old or older will be required to have a physical examination, Rabies vaccination, Bordatella vaccination, Leptospirosis vaccination, and Fecal examination within the last 12 months. Annual bloodwork is strongly recommended. Every three years after 7 years of age a 3 year Distemper/Lepto/Parvo vaccination will be required along with the Rabies, Bordatella, and fecal examination. If services are performed at a different veterinary clinic, sufficient records will need to be provided. In the case of a surgery or prescription refill, the physical examination will need to be performed at Lesslie Animal Hospital. We strongly encourage the services to be performed well before the time of drop off but these services will be allowed to be performed the same day as drop off (surgeries being excluded). All dogs are recommended to have bloodwork annually because pets age at a much quicker pace than humans and their medical problems come faster than human medical issues. All of the bloodwork includes a complete blood count checking the red and white blood cells, serum profile checking the liver, kidneys, and major bodily organs, a thyroid test, urinalysis, heartworm test, and a fecal exam.

All cats that are left at Lesslie Animal Hospital for any reason will be required to be current on FVRCP vaccination, bordatella vaccination, purevax rabies vaccination, a fecal exam or deworming and have a current physical examination within the last 12 months. If services are performed at a different veterinary clinic, sufficient records will need to be provided. In the case of a surgery or prescription refill, the physical examination will need to be performed at Lesslie Animal Hospital. It is recommended that these services are done prior to the day of drop off however it will be allowed for these services to be performed same day as drop off (surgeries being excluded). It is strongly encouraged but not required that all cats have a feline leukemia vaccine annually as well as annual bloodwork.

If a cat or dog has fulfilled all of the other requirements for surgery and a physical examination has been done recently at another animal hospital, then, at Dr. Setzer's discretion the physical examination charge may be waived. A Veterinarian from Lesslie Animal Hospital will still need to do the physical examination prior to surgery it would just be at no charge.

Under no circumstances will non Veterinary given vaccines be recognized and able to fulfill the above requirements. The reason is because the correct vaccine may not have been given, the vaccine may have not been stored properly, and/or given at the appropriate time(s). All animal hospitals in Rock Hill follow this guideline as well.

Proof of the above vaccines/physicals will have to be provided preferably prior to the visit but, can be brought the day of the visit. If the paperwork or proof of the above cannot be produced for any reason, then the above requirements must be completed at our facility in order for the

pet to be dropped off or the drop off appointment will have to be done at a later date. It is strongly recommended that the proof of vaccinations/paperwork be sent prior to the animal being dropped off so there aren't any delays in the drop off process. If you come in without the paperwork sometimes the animal hospital where the services were done is closed on the day that you come in or it takes a fair amount of time to fax or email the paperwork to our animal hospital and it will cause you to be delayed on being able to leave our hospital until the paperwork is delivered.

We also ask that you leave yourself enough time to fill out the necessary paperwork and to give our staff all of the information required at drop off. If you try to rush that process it will make communication difficult and could cause your services to be delayed while we are trying to contact you or another facility to gather the necessary documents. Every effort will be made to make the process as efficient as possible but it does require some time and we want to ensure that all of the information is gathered and communicated prior to your pet being dropped off to avoid any miscommunication.

All of the above requirements are meant to keep your pet healthy and to prevent him or her from picking up any disease conditions while they are staying with us for any services or boarding. We do ask for your understanding as we are sure that you don't want your pet picking anything up while they stay with us. Because of the above requirements we almost never have any cases of bordatella, intestinal worms, or any of the other viruses that we require vaccines for. I have talked to multiple animal hospitals in the Rock Hill area and each animal hospital has similar requirements as listed above.

We thank you in advance for adhering to our policies and ask that you are patient and respectful of our Veterinarians as well as staff members and we will all show the same level of patience as well as respect to all of our clients.

By signing below, I am stating that I have read and understand this document and will follow the policies stated above. I am also stating that I have received a copy of this document for my present as well as future reference.

Pet owner and responsible party