

Prescription Refill Policy Prescription

Please provide us with a minimum 24 hours to refill your pet's prescription. If your pet requires special order medication such as compounded or holistic medication, it may take up to 10 days for us to receive your medication. Before a refill can be approved, your pet must have had a physical exam by the veterinarian within the last 12 months as per the MVMA by-laws.

For tick & heartworm prevention we recommend this be given March 1 – November 1. These medications are weight-based and so it is best to have your pet weighed prior to dispensing medication. Puppies and kittens may be required to come back for a monthly weigh-in until they reach their adult weight. We advise that the 4DX test is done annually to ensure that there are no break-through infections from the previous season.

If your pet requires a refill on medications used to treat hormonal disorders such as hyperthyroidism, hypothyroidism, Addison's disease, Cushing's disease, or diabetes your pet may require bloodwork every 6-12 months to ensure that what we are treating is well regulated and your pet is being dosed correctly. Please note that pets that are just being started on medications for the above listed conditions may require re-check appointments and/or more frequent bloodwork to ensure the correct dosage of medication.

If your pet requires a refill on long term nonsteroidal anti-inflammatory drugs (NSAID's) they will also require bloodwork every 6-12 months to monitor your pet's liver and kidneys.

For medications to treat infections (such as ear, skin, or eye infections) your pet will need to be seen for each infection event. The type of medication and dosing will vary based on the type of infection, severity of the case, and the response to previous treatments. If you find that infections are recurring, the veterinarian may choose or offer a different approach such as a diet change, allergy medication and/or allergy testing, or referral to a dermatologist or eye specialist to ensure that we are able to manage your pets' condition effectively.

Please note that there are no refunds on any prescription medications.