

PRESCRIPTION MEDICATION TERMS & INSTRUCTIONS

Any pet owner (“Client”) who chooses to obtain a prescription medication from an outside source after attending a HEART-Healthcare & Emergency Animal Rescue Team (“HEART”) clinic must understand and agree to the terms and conditions contained in this document which are in compliance with State and other regulatory laws.

The pet (“Patient”) must first be examined by a HEART doctor (“veterinarian”) prior to any prescription medication being prescribed or dispensed. If veterinarian is not present to perform an in-person exam, a virtual, telehealth (“teladoc”) appointment must be performed with the aid of a Registered Veterinary Technician (“RVT”) to establish a Veterinary Client Patient Relationship (“VCPR”).

Written /paper prescriptions are not provided at our clinics. (See the prescription authorization process explained under “Instructions” below).

No prescription can be authorized for any condition/purpose other than the one discussed during the teladoc appointment.

Medications cannot be substituted for a different type or brand than what was specifically prescribed by veterinarian. This includes, but is not limited to, flea, tick, and heartworm medications. Veterinarian is not obligated to prescribe or authorize any medication or brand of medication which he/she does not use, has not prescribed or recommended, is unfamiliar with, or believes would not be best for the Patient.

Medications which are labeled or intended to prevent, control, and/or treat Heartworms will not be administered, dispensed or prescribed until a Heartworm test (blood test) has been performed by HEART and a negative result has been received for that test, with the exception of NexGard Combo for cats. A separate appointment must be scheduled for the blood test, and a fee will be charged for the test.

The maximum dose allowed per Patient thru a teladoc appointment for any flea/tick/Heartworm medication, whether administered, dispensed, authorized, or a combination thereof, is a six (6) month supply. Thereafter, another exam must be performed by our veterinarian in person or by teladoc.

The Law States: “A veterinarian who established the required veterinarian-client-patient relationship using synchronous audio-video communication shall not prescribe a drug to the animal patient for use for a period longer than six months from the date upon which the veterinarian examined the animal patient or prescribed the drug. The veterinarian shall not issue another prescription to the animal patient for the same drug unless they have conducted another examination of the animal patient, either in person or using telehealth.”

A \$25 Administration Fee will be charged to Client by HEART prior to authorizing any prescription authorization request received from an outside pharmacy, regardless if it pertains to an initial prescription or refill. Prescription authorization requests will be denied if any information is incomplete, inaccurate, or if it does not comply with the law stated above. An additional \$25 Administration Fee will be charged to Client by HEART for the processing of any resubmitted prescription authorization requests which were previously denied. Therefore, it is important that Client provides pharmacy with complete and accurate information so that the prescription authorization request can be authorized the first time. **There is no Administrative Fee for medications administered or dispensed by HEART.**

INSTRUCTIONS

- 1) Notify HEART by email that you intend to acquire a prescription from an outside pharmacy.
Email: **ContactHeart4Pets@gmail.com**. In subject line write: **“Prescription Request”**.
Provide your full name, your Pet’s name, and the Certificate Number (located on the top right corner of the yellow Certificate copy provided to you at our clinic).
- 2) HEART will email you an electronic invoice which **must be paid prior to you contacting your pet pharmacy**.
- 3) You must contact the pharmacy of your choice and provide all information required by that pharmacy, including the following: **Veterinarian’s name (Todd L. Kopit, DVM); Email: contactheart4pets@gmail.com; Phone Number: (714) 993-9193.**