

## **Prescription and Medication Refills Policy**

At Central West End Veterinary Hospital, we are committed to the health and well-being of your pets. Our prescription policy is guided by both Missouri law and the principles outlined by the American Veterinary Medical Association (AVMA), ensuring that we provide the best care possible.

### **Veterinary Client-Patient Relationship (VCPR) Requirement:**

In accordance with Missouri law, a valid Veterinary Client-Patient Relationship (VCPR) is essential for prescribing medication. This means that your pet must have been examined by one of our licensed veterinarians within the last 12 months. A VCPR ensures that our veterinarians have sufficient knowledge of your pet's health condition to prescribe medications safely and effectively.

### **Initial Examination and Ongoing Evaluations:**

Before dispensing or prescribing any medication, it is necessary for our veterinarians to become familiar with your pet. This process involves a thorough examination to establish a VCPR. In some cases, specific lab tests may be required to understand your pet's health needs fully. Long-term medication use can lead to complications, such as liver or kidney disease, which necessitates regular monitoring and possible therapy adjustments.

Our goal is to work closely with you, forming a partnership to ensure your pet's optimal health and welfare.

### **Prescription Refills:**

To avoid any interruptions in your pet's medication regimen, please plan ahead for prescription refills. We ask that you allow at least 24-48 hours for processing refill requests. Ideally, contact us at least 7 days in advance of your pet's medication running out. This lead time is especially crucial for medications that are not routinely stocked or require special ordering, as additional time is needed to ensure timely delivery.

By adhering to these guidelines, you help us maintain the high standard of care we strive to provide for your pet. Your cooperation and understanding are greatly appreciated as we work together to keep your pet healthy and happy.