



Lake County Veterinary Clinics, PLLC

557 Scenic Drive, Two Harbors, MN, 55616

218-834-4234

4 Gene's Way, Grand Marais, MN, 55604

218-387-1383

info@lakecountyvet.com



Purchasing Prescriptions through an Outside Pharmacy

At Lake County Veterinary Clinics, PLLC, we take pride in our role as your furry family member's healthcare provider. Our primary focus is to provide high-quality, professional medical, surgical, and dental care for your beloved pets. To achieve this, we maintain a comprehensive stock of pharmaceuticals and products within our in-house and online pharmacy that are specifically tailored for your pet.

Product Safety and Quality Assurance

- We adhere strictly to manufacturer's recommendations when handling and storing the products and medications we provide.
- Our inventory consists of items obtained directly from manufacturers or through manufacturer-authorized distributors. This ensures authenticity and reliability.
- Products purchased from our online pharmacy are fully manufacturer-warranted and guaranteed. Manufacturer product guarantees are VOIDED when purchased through a 3rd party pharmacy.

Informed Decision-Making

- We recognize that there are various 3rd party internet websites selling pharmaceuticals directly to pet owners.
- Despite deceptive advertising claiming pet medications are "less than half the price from your veterinarian," our online pharmacy offers competitive prices.
- In fact, our prices may even be lower when considering manufacturer rebates.
- Regardless of where you choose to fill your pet's prescriptions, we encourage you to make an informed decision based on accurate information.

Please contact our team today at 218-834-4234 to ask about manufacturer rebates.

To purchase directly from our hospital, please visit our online store:

<https://lakecountyvet.myvetstoreonline.pharmacy/shop>

Medication Policy

At Lake County Veterinary Clinics, PLLC, we respect the right of our client's to get their pet's medications from the pharmacy of their choice. Unfortunately, because of the excessive volume of inappropriate and inaccurate medication requests from online pharmacies, which are consuming a significant portion of our team's time, we have implemented some policy adjustments concerning medication inquiries.

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Lake County Veterinary Clinics, PLLC offers multiple ways for you to receive your pet's medication safely and at your convenience:

- Medications can be purchased directly from Lake County Veterinary Clinics, PLLC. We ask that you call at least 48 hours in advance so that our team can get this request processed in a timely manner.
- Medications can be purchased through our hospital's online store and shipped directly to your home.
- Handwritten prescriptions can be provided at your request to submit to the pharmacy of your choice. Please request these at the time of your pet's appointment. Requests for handwritten prescriptions outside of the appointment time have a \$10.00 fee. If you are unable to pick a handwritten prescription up we can email you one for your use; for non-controlled prescriptions only. Handwritten controlled drug prescriptions must be picked up in the clinic.

We cannot issue prescription refills for animals that are not established patients of our hospital, nor can we refill prescriptions for animals that are under the care of another veterinary clinic, even if the prescriptions were written by different veterinarians or veterinary facilities.

No Returns, Refunds, or Credits

In accordance with regulations from the Veterinary Medical Board and the Board of Pharmacy, we cannot accept returns or resell pharmaceutical products once they have left our control. This policy applies to all medications, including pre-packaged prescriptions and loose pills or liquids, as it is a matter of safety.

Therefore, once medications have been dispensed and leave our hospital, we will not accept returns or provide refunds or credits for unused or unwanted items.