

Why I don't authorize On-line Pharmacies

On-line services have grown exponentially over the last years and I think it's a great way to serve people.

However, I do have a lot of mistrust when talking about on-line pharmacies for my patient's needs.

I have tried to address the problem directly with the manufacturers and we all voice our concerns.

The products leave the manufacturer facilities to be sold to authorized distributors like major veterinary supply companies such as MWI, Patterson or Penn Veterinary Supply. These companies finally distributes these products to veterinary hospitals.

Online pharmacies are not authorized distributors. Meaning manufacturers do not sell products to them directly. They get them from a third party. They are obtaining these products either by-passing chain of custody of the manufacturer or counterfitted from countries like India, Australia, China, Canada and Eastern Europe.

Yes, the product might look legit! And the price is unbeatable indeed. But on closer look, (and I have seen it tons of times), there are tiny printing errors, the picture is not quite the same, let alone the inactive ingredients. Have you ever wonder why a product doesn't work as before? Ever wondered why everyone else sells Bravecto for \$50 an average and you found it for \$32?

Manufacturers like Merck (Bravecto), Elanco (Comfortis), Virbac (Iverhart Max), Merial (Heartgard) are surprised by how these pharmacies are making profits at the extremely high cost of unknowing pet owners who want to save a few dollars.

Years back, a caring and willing veterinarian authorized a very famous online pet pharmacy. Everything went well until the pet fell very sick due to God-knows-where-this-product-was-coming-from heartworm preventative. The desperate client pleaded the pharmacy for answers and of course, there was no one to respond. Lastly, the owners elected to blame the veterinarian for authorizing said pharmacy. When you buy through sketchy pet pharmacies you are on your own. The product is automatically voided and the manufacturer will not assume any responsibility.

I totally understand the convenience of online ordering. After years of research, I finally came across with only two pharmacies that I feel completely safe and comfortable with: Vetsource and Vets first choice.

Why? Because they are strictly regulated and they have complete guarantee that the product is original.

It's impossible to know what pharmacies are good and which ones are not. I only want the very best for all my patients under my care. I hope you understand my reasons.

As many of you know, I am willing to match price products the best I can.

Please remember, saving a couple of dollars can cost you thousands later.

Dr. S