



Prescription Refills

1. When clients request a refill, the patient must have a current prescription and exam.
2. Inform the client that it can take up to 24-48hrs to fill a prescription, but we will call them as soon as it is ready for pick up.
3. **Create a client communication in the patient file for everything regarding the Rx.**
4. Fill out a message slip and place it on the Pharmacy board with client name & patient name & id. How many refills are left, the milligrams and dosing. Add your initials, date and time.
5. If the prescription refill is for a Dr. Schmidt patient, and Britt is not in the hospital. First ask if the patient is out of the medication. If they are out, or will be out before Dr. Schmidt is back in the hospital, ask one of the leads or DVM on shift if they are comfortable filling it.
6. If the request comes in on a day that Internal Medicine is open. Give the message to Britt.

Prescription Diets

1. We cannot sell prescription diets without a doctor's prescription.
2. If a non-client wants to buy prescription food, they must have their regular clinic send us the prescription or they can have an examination done with us so that our DVM can prescribe it.
3. The prescription foods are formulated to help specific conditions.