



Gray-New Gloucester Animal Hospital  
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Gray, Maine 04039  
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To our valued clients,

**Effective August 7, 2023: Gray-New Gloucester Animal Hospital will no longer approve fax, email, or phone prescription requests from online pharmacies.**

We understand that there are many reasons that our clients may want to purchase medications from online retailers or outside pharmacies instead of directly from us. We support our clients' right to choose where they obtain their pet's medications, and are happy to accommodate a request to do so. If you choose to order your pet's medication from an outside pharmacy, we strongly recommend the use of a properly accredited and certified veterinary pharmacy. Clients who wish to obtain their pet's medication through these avenues will simply need to pick up a written prescription at our hospital.

Why did we institute this policy?

Managing outside prescriptions is time consuming. We are choosing to spend our time focusing on taking care of our patients and clients instead of answering faxes and calling pharmacies. It takes a significant amount of time to review the medical records, ensure proper documentation of the request, and call or fax the prescription. We could charge a fee for the time it takes to manage outside prescription requests, but instead have chosen to streamline this process by providing a written prescription to clients that wish to purchase from online pharmacies.

We feel it is better medicine to provide a written documentation of a prescription that is filled outside of our hospital. There is an increased possibility of prescription errors when relaying information over the phone.

Finally, we understand that cost is a big reason that our clients purchase from outside pharmacies and retailers. We do our very best to make our medications and preventatives affordable and routinely compare prices with online providers to ensure that our prices are competitive. We have included a direct comparison of current pricing on the next page.

### **Not all pharmacies are created equal!**

We try to be competitive with our pricing and use rebates and coupons whenever possible. We fully understand the expense involved with caring for your animal companions. Our goal is for your pets to live happier and healthier lives, and we want our clients to be fully informed of the reasons why we recommend purchasing these medications directly from your veterinarian.

Our hospital's supply chain is 100% secure. From the time the medication you order is manufactured, all the way to when you give it to your pet, it has been handled, stored and packaged in compliance with manufacturer guidelines. The product you receive is guaranteed to be the name-brand medication in the proper dosage and packaging. Medications purchased directly from us are guaranteed by the product's manufacturer and most importantly by us, your pet's veterinarian.

<b>Interceptor Plus</b>	<b>1 month supply</b>	<b>6 month supply</b>	<b>12 month supply</b>
Interceptor Plus Chew 2 - 8 lbs.	Our cost: <b>\$12.00</b> Online cost: <b>\$9.99</b>	Our cost: <b>\$52.20</b> Online cost: <b>\$45.99</b>	Our cost: <b>\$84.06</b> Online cost: <b>\$84.52</b>
Interceptor Plus Chew 8.1 - 25 lbs.	Our cost: <b>\$13.00</b> Online cost: <b>\$9.99</b>	Our cost: <b>\$52.99</b> Online cost: <b>\$46.13</b>	Our cost: <b>\$85.99</b> Online cost: <b>\$85.56</b>
Interceptor Plus Chew 25.1 - 50 lbs.	Our cost: <b>\$14.00</b> Online cost: <b>\$10.99</b>	Our cost: <b>\$55.06</b> Online cost: <b>\$58.36</b>	Our cost: <b>\$98.27</b> Online cost: <b>\$108.25</b>
Interceptor Plus Chew 50.1 - 100 lbs.	Our cost: <b>\$15.00</b> Online cost: <b>\$12.14</b>	Our cost: <b>\$66.99</b> Online cost: <b>\$70.17</b>	Our cost: <b>\$124.99</b> Online cost: <b>\$130.12</b>
<b>Credelio</b>	<b>1 month supply</b>	<b>6 month supply</b>	<b>12 month supply</b>
Credelio Chew 4.4 - 6 lbs.	Our cost: <b>\$27.00</b> Online cost: <b>\$22.99</b>	Our cost: <b>\$121.00</b> Online cost: <b>\$121.12</b>	Our cost: <b>\$231.00</b> Online cost: <b>\$242.24</b>
Credelio Chew 6.1 - 12 lbs.	Our cost: <b>\$28.00</b> Online cost: <b>\$22.99</b>	Our cost: <b>\$122.00</b> Online cost: <b>\$122.47</b>	Our cost: <b>\$234.00</b> Online cost: <b>\$244.94</b>
Credelio Chew 12.1 - 25 lbs.	Our cost: <b>\$29.00</b> Online cost: <b>\$22.99</b>	Our cost: <b>\$125.00</b> Online cost: <b>\$123.95</b>	Our cost: <b>\$236.00</b> Online cost: <b>\$247.90</b>
Credelio Chew 25.1 - 50 lbs.	Our cost: <b>\$30.00</b> Online cost: <b>\$24.99</b>	Our cost: <b>\$126.00</b> Online cost: <b>\$126.99</b>	Our cost: <b>\$240.00</b> Online cost: <b>\$253.98</b>
Credelio Chew 50.1 - 100 lbs.	Our cost: <b>\$31.00</b> Online cost: <b>\$24.99</b>	Our cost: <b>\$127.00</b> Online cost: <b>\$130.26</b>	Our cost: <b>\$243.00</b> Online cost: <b>\$260.52</b>

**Buy more and save! Here is a list of our current manufacturer rebates**

- ☒ Purchase 6 months of Interceptor Plus and 6 months of Credelio, receive a \$20.00 rebate
- ☒ Purchase 12 months of Interceptor Plus and 12 months of Credelio, receive a \$60.00 rebate

We submit the rebates on your behalf for all qualifying flea, tick and heartworm prevention purchases, and you can expect to receive your rebate in 4-6 weeks.

**Here are a few of the reasons we recommend treating your pet EVERY month:**

1. Look at all the money you are saving by purchasing a larger quantity!
2. Better product guarantees! If you are giving Heartgard Plus and Nexgard every month, the company will cover treatment for Heartworm Disease, Lyme Disease, and even intestinal parasites should your pet test positive.
3. We have seen ticks every month of the year. Not so fun fact: Ticks carrying the Anaplasma bacteria are more likely to survive colder temperatures.
4. When you are in the habit of administering monthly, it's easier to remember to give it monthly!

**Need pet food? We can help you with that too!**

With Hill's to Home, you can have Prescription Diet, Science Diet or Healthy Advantage conveniently delivered to your house. Plus, you'll save money on the nutrition your veterinarian recommends.

Thank you very much for choosing Gray-New Gloucester Animal Hospital. Our goal is the wellbeing of our patients and, as a trusted veterinary provider, we hope to keep your trust and respect with this protocol. Please feel free to reach out with any questions!

Sincerely,

The doctors and staff of Gray-New Gloucester Animal Hospital