

Hillcrest Veterinary Clinic
June 2010 E-Newsletter
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Hello everybody! I hope everyone is enjoying the nice spring weather; I can't believe it will be summer soon! This month we are going to talk about the dangers of Internet pharmacies. We will also talk about how to get your very own pet portal available through Vet Street and our online pharmacy.

THE DANGERS OF ONLINE PHARMACIES:


- We have all heard the commercials and seen the ads about these convenient cheap online pharmacies that will send your pet prescriptions right to your door, but many of us don't know the truth behind these pharmacies. Novartis, the makers of Interceptor® and Meriel, the makers of Heartguard® both do not supply these Internet pharmacies with the medication that they are selling. These pharmacies get their medication through veterinary clinics buying in

- mass quantities or even over seas (were it is much cheaper because it's usually out of date.)
- As you know, we require yearly heartworm tests on your pet. We do this because no heartworm medication is 100% effective and this will let us know if your pet was in the small percentage that has gotten heartworms on heartworm preventative. The heartworm test also tests for tick borne diseases like Lyme and Ehrlichia, which are common diseases found in tick areas like the area we live. These companies do not back the product that these Internet pharmacies sell. If your pet gets heartworms while on these medications, the companies will not pay for your pet to get treated because they are not sure where the product was manufactured or distributed. But Novartis and Meriel stand behind their product if purchased from a veterinary clinic and will pay for the treatment (which usually cost ~\$1000-\$2000). We require you to pick up a written prescription when ordering from these online pharmacies. We do this in order to educate you on the dangers of these pharmacies.
 - I want to warn you of the Internet pharmacies that say you do not need a prescription. These pharmacies are even worse then the prescription pharmacies. These pharmacies are based out of the country and these drugs they are selling are usually not FDA approved. The FDA has found companies that sell unapproved pet drugs, counterfeit pet products, and expired drugs.

We understand the convenience of ordering medication online, so we would like to inform you of your very own pet portal, which includes an online store.

We encourage all of our clients to go to our website www.hillcrestveterinaryclinic.com and click on the tab that looks



like this. This will take you to the Vet street log-in page. If you have not been on this page before, you will need your very own password so you and only you can access your pets records. Just click the button  and fill out the required information. You will then be emailed your password. If we do not have your email address in our computer it will have to be approved by us before continuing. We check the pet portal everyday so it should not be long before you are contacted.

Once you receive your password just go to the website, hit the pet portal log-in button and enter your password. You should then be able to access your very own pet portal record. With this pet portal you will be able to:

- ✓ View pet information
- ✓ Request appointments
- ✓ Receive important medical alerts and clinic news
- ✓ Post photos of your pets
- ✓ Order prescription refills
- ✓ Create and print instructions for pet sitters or kennel staff
- ✓ Access reliable information on a wide range of pet health topics
- ✓ View vaccination history
- ✓ Request email reminders about when to give your pet's medications.
- ✓ Shop our online store

There are many different fun things you can do with your pet portal.

Our online store has most of the medications that we sell at our clinic plus some more medications that we do not offer in our clinic but that we approve. Some medications/flea medicines do not require a prescription and can be purchased readily. If the medications require a prescription we will be notified and will accept or deny this prescription request before you can purchase the medication. All the items available come directly from a veterinary distributor.

We are excited about the pet portal and hope that you will start to use it and see how convenient it is! If you have any questions about getting started or using your pet portal, just give us a call and we would be glad to help you!

DR. TIDBIT BY DR KELLY J. OWEN:

The Internet is a curse and a blessing. It is a great source of information but it is also a source of false information and false advertising. A good example of this is a product called Parvaaid, allegedly used to treat parvovirus, a deadly intestinal virus in dogs. According to the website this product will cure the disease. We know that the disease is best treated with supportive care- intravenous fluids, antibiotics, pain meds and gastric protectants. Remember, anyone, veterinarian expert or not, can say anything they want on the Internet. Read every article with great skepticism. Remember the old adage- "if it sounds too good to be true, it probably is."

ADOPTIONS:

This month we still have our two kitty adoptions.



Fiona is a sweet longhaired Siamese mix kitty. She is very loveable.



Sid is a very sweet shorthaired male tabby cat. He loves to snuggle!
Both kitties have been felv/fiv tested, de wormed, vaccinated, altered and are ready to go!

UPCOMING EVENTS:

The very first dog park opened in Fairmont on Sunday May 30th!
This park is located at East Marion Park Pavilion #5. Be sure to take your dog to check out the new park!

EMPLOYEE SPOTLIGHT:



This month I am going to be in the employee spotlight. My name is Megan Howell and I am the office manager, part time receptionist. I have been at Hillcrest for 7 years now. I am from Morgantown and graduated from WVU in 1999 with a degree in Animal and Veterinary Sciences. I am married to Dave and we had a baby last August, Madeline. We share our house with 8 cats, 1 dog and 1 bunny.