

Best Practices for Chewy Pharmacy Prescriptions

If your client chooses to fill their prescription with Chewy Pharmacy.



You may have experienced our prescription verification process, which involves our Pharmacy team contacting veterinary teams via phone or fax. While we understand how busy veterinary practices get, it's our responsibility to protect everyone involved, and this step is necessary to ensure we are filling valid and accurate prescriptions every time. **There are four situations when you will hear directly from our Pharmacy team:**

1

When a client purchases a medication and provides us with a photocopy of the prescription themselves.

2

When a client purchases a medication and asks us to contact you.

3

When the reviewing pharmacist flags a prescription for further clarification or confirmation.

4

When a prescription is received from the prescriber via email, regardless of specific state Board of Pharmacy (BOP) regulations.

While prescription verification remains essential, filling with Chewy Pharmacy should be simple and efficient for pet owners and veterinary teams. **Use this cheat sheet to streamline your prescription management process and help us help your patients get the care you've prescribed ASAP.**

Clients and patients



You must have a valid veterinary-client-patient relationship (VCPR)

- The prescribing veterinarian must have a valid license in a U.S. state or territory.
- A proper (VCPR) must be established.*



One prescription per pet

Each prescription must be for a single pet. One prescription cannot be written for multiple pets, even within a single household.**

*Consult your state's practice act for specifics on prescribing as well as the state definition of an established VCPR.

**The only exception is for a litter that is less than 12 weeks old.

Medication

Provide notation for off-label use

If an approved medication needs to be prescribed for off-label use, you must provide specific notation.



Example notations:

"Cyclosporine liquid (canine product) approved by clinic, for [feline patient name] due to stability of treatment/continuity of care."

"Entyce (feline product) approved by clinic due to lower concentration. [Canine patient name] prefers the palatability."

Make a note for compounding medications

Compounded medications require a written reason for compounding that is not related to cost per FDA regulations.



Example notation:

"Compounded tablet approved for [patient name] because the pet's dosage cannot be achieved with the approved product."

Amount

Count your total fills

To comply with state VCPR regulations, prescription fills and refills cannot exceed one year's supply.



Don't forget to include the original Rx when calculating total fills.



For example, compounded medications in liquid form typically expire within 90 days.

** Contact us if you have questions about the expiration date of a compounded medication.*

Keep compounded medication expiration dates in mind

Compounded Medications have a much shorter shelf life than standard medications. The quantity on a compounded medication prescription must reflect what can **be used before the expiration date.***

Directions

For medications with directions

listed on the package (i.e. HeartGard or NexGard), the prescriber may direct owners to the package directions on the prescription.

For medications without

directions on the package, the prescriber must provide the pet owner directions on the prescription.



If "use as directed" is written on the prescription, our pharmacists may need to contact you to get more information.

Signature

✓ All prescriptions must be signed by the prescriber.

✗ Prescriptions should not be signed with a signature stamp unless your state allows it.

Sending a prescription

Accepted formats

- ✓ Prescriptions provided via fax
- ✓ Prescriptions provided via mail
- ✓ Submission via PracticeHub (Chewy Health's digital prescription management platform)

Rejected formats

- ✗ Copies of prescriptions
- ✗ Pictures of the prescription
- ✗ Emailed prescriptions*



*Prescriptions provided via email will require a phone call from our Pharmacy team to convert the order into a verbal prescription.



If pet owners provide the prescription, it must be the original script via mail. If the pet owner provides the prescription in any other format, or if the prescription is incomplete, the script will require a verbal verification between pharmacist and veterinarian.



Save time by sending prescriptions (in the accepted formats) directly from your veterinary practice instead of through your clients.

For the most streamlined and efficient prescription management process

- ✓ Write prescriptions following these guidelines.
- ✓ Send the prescription to Chewy Pharmacy on behalf of your client via:
 - Fax at 866-253-0274
 - Mail to 3621 Fern Valley Rd Louisville KY, 40219 (for all prescriptions except gabapentin)
 - Mail to 360 Research Drive Pittsboro PA, 18640 (for gabapentin prescriptions)

Want to reduce prescription verification communications via faxes, calls, or emails?
Join [PracticeHub](#), Chewy Health's prescription management platform to review, approve, and create prescriptions and authorizations digitally.

chewy
pharmacy