



## **VCA Sacramento Veterinary Referral Center** **Hospital Dispensary Protocol & Policy**

The staff of the Hospital Dispensary at VCA Sacramento Veterinary Referral Center is available to re/fill prescriptions prescribed by our doctors during the following times:

**Monday – Friday                      8AM – 8PM**

*Please note per federal and state laws, we are not able to re/fill prescriptions from veterinarians not employed by VCA SVRC.*

Prescriptions may be picked up from our hospital during the following times:

**Monday – Friday                      6AM – 11PM**  
**Saturday                                  7AM – 11PM**

All prescription refill request(s) submitted to VCA SVRC will be reviewed, and processed ***within 48 hours*** of our receipt. *Please plan accordingly should your pet potentially require a prescription refill(s).*

If a VCA SVRC doctor has not examined your pet ***within 12 months***, per federal and state laws your pet must be reevaluated by one of our doctors before any medication(s) may be re/filled by the staff of our Hospital Dispensary. If you are refilling a schedule III-V controlled medication, your pet must be reevaluated every 6 months.

***To submit a request for a prescription refill, please contact our Hospital Dispensary at (916) 361-5282.***

Please know your pet's regular VCA SVRC veterinarian must approve prescription refill requests, excepting emergency situations. To avoid any delay(s) in the processing of your prescription refill request, please call the Hospital Dispensary on a day your pet's VCA SVRC veterinarian is available at the hospital.

Most of our staff doctors are available at VCA SVRC Monday-Thursday or Tuesday-Friday during Hospital Dispensary hours with the following exceptions:

M-T, Th Dr. Mackie & Hammond, M, T, Th, F Dr. Schmidt

M-Th Drs. Bowers, Porte, Valverde, M-F- Dr. Moore

Tu-Fr Dr. Bailiff, Tu, Wed-Sat- Dr. Fryer

Mon-Wed Dr. Fetner Wed-Fri- Dr. Wong M & Th-Sat Dr. Johnson

Drs. Arnold, Bonnett, Tarver - have rotating schedules. Dr. Fetner and Wong trade every other weekend.

Thank you for your understanding and cooperation in this matter, as the doctors and staff of VCA SVRC strive to provide you and your pet the highest quality compassionate veterinary care!