



# Hoboken Vets Pharmacy Information

## What to Expect When Requesting Medications & Refills

At Hoboken Vets, your pet's safety and continuity of care are our top priorities. We offer several convenient pharmacy options to help ensure your pet receives their medications safely and on time.



## In-Hospital Medication Ordering

We are able to **order many medications for pick-up directly from our hospital.**

- Medications ordered for in-hospital pickup **require a few business days to arrive** once requested.
- Our **pharmacist is available Monday–Thursday** to place and manage these orders.
- You will be notified when your medication is ready for pickup.



## Online Pharmacy (Covetrus)

We partner with **Covetrus**, our trusted online pharmacy, offering home delivery and autoship options.

- Prescription approvals are processed **Monday–Friday**
- Autoship is encouraged for long-term medications to help prevent gaps in treatment
- Orders are shipped directly to your home for added convenience



## Other Online Pharmacies

We are happy to work with **third-party pharmacies** such as **Chewy and PetSmart.**

- Our **pharmacist assists with these pharmacies Monday–Thursday**
- Requests are reviewed and approved as quickly as possible during those days



## Written Prescriptions

Written prescriptions may be requested if you prefer to fill medications elsewhere.

- We ask for **72 hours' notice** to allow the doctor adequate time to review and prepare the prescription
- Prescriptions must be picked up during regular business hours



## Exam & Bloodwork Requirements

For your pet's safety, **current medications and refills require:**

- An **up-to-date physical exam**
- **Current bloodwork**, when medically indicated

These requirements help us ensure medications remain safe and appropriate for your pet's health.



## Processing & Timing Expectations

- Pharmacy requests are handled on a **first-come, first-served basis**
- Please allow adequate time for processing, approvals, and ordering
- While we do our very best to accommodate last-minute requests, **we cannot guarantee same-day or immediate fulfillment** if medications are requested when you are down to the last dose



### Friendly reminder from Squeaky:

*Planning ahead helps us help you!* We strongly encourage requesting refills before you're down to the last pill and using autoship when possible.

---

## Our Commitment to You

We understand life gets busy, and we are always happy to help whenever possible. Thank you for your patience, understanding, and partnership in keeping your pet safe and healthy.

If you ever have questions about medication options or timing, please don't hesitate to reach out—we're here for you!