



ANIMAL HOSPITAL  
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## Stoneledge Policy/Process Reminders to our Valued Clients

It has come to our attention that there has been some confusion and discontent in regards to our below policies and procedures. Therefore, we thought that we would share them again with everyone as a reminder that these are management level policies and are implemented to all clients equally. Many of these policies are state mandated and medically required, others are in-house policies that needed to be implemented in order to continue to provide the best service possible to all our clients. Please note that our Front Desk staff is not authorized to make any exceptions to these policies and/or processes. They can, however, continue to work with our doctors, technicians and practice management to assist you in any way they can.

- The State of Maine has implemented strict regulations on prescription drugs. **In order to prescribe long-term/maintenance drugs for chronic disease conditions, a patient must be current on their annual exam and any other testing necessary for the doctor to determine the continued dosing and need. Being current means the client has been seen for a comprehensive physical or an exam/appointment with a doctor to specifically deal with the chronic disease condition the medication is treating, within a calendar year. A non-related sick visit, tech visit or follow up visit do not qualify. Clients that have not been seen for over a year will not be allowed to refill their prescriptions.** Prescription foods (Hill's, Royal Canin and Purina Diets) fall under these stricter regulations because they are considered prescriptions that treat specific chronic and acute diseases. Being able to purchase prescription medications, including food, should be a non-issue for clients that are seen minimally once a year for an annual exam.
- The State of Maine requires an owner's birthdate and cross-referenced verification to prescribe any controlled drug. If a 30-day dose is issued, a new prescription cannot be refilled until the 30 days has expired. **Due to these new regulations, we are asking owners to call in 24 hours prior to pick up for any controlled medication prescription refills.** This allows the staff the increased time to fill and cross reference the large volume of requests.
- All other non-controlled refill requests can be placed on line or called into the practice. **If you call before 1pm, your prescription is guaranteed to be ready by 8am the next day. If you call after 1pm your prescription is guaranteed to be ready by noon the next day.** You may also physically come into the clinic to request a prescription refill, however, please do not expect that your prescription request will be filled immediately while you are there. Most times, a refill request needs to be approved by the prescribing doctor and then filled by a veterinary technician once approved. As you know, we are not strictly a pharmacy, we are a hospital, so, we cannot fill prescriptions on demand. However, we are always striving to fill prescriptions as quickly as possible, and once they are filled, we will call you immediately to let you know.

- A concerted effort has been issued in the medical community, human and animal, to reduce antibiotic resistance. **An acute ear infection, skin condition or cough for example, need to be seen for an exam prior to prescribing medications.** In some cases, the antibiotics are not warranted and not using them can reduce the potential chance for antibiotic resistance. Overuse of antibiotics increases the chance for antibiotic resistance, thus limiting the options when your pet is in real need. **Therefore, we cannot simply prescribe these types of medications on demand without a doctor's medical assessment.**
- **All clients that are bringing in their pets for a surgical procedure or drop off are required to make a 50% deposit of the high end of the estimate they have received at the time of drop off. The remaining balance will be due at the time of discharge/pick-up.** This is a standard operating procedure for a majority of Veterinary practices and is a process that we implemented more than a year ago. It applies to all clients without exception. If you have a procedure/surgery coming up for your pet and would like to discuss this process/requirement further, you may do so with our Practice Manager, Nicole Kaltsas.
- **If you need to cancel your appointment, please provide us with a courtesy 24-hour notice if possible.** If you do not show up for your appointment and do not call to let us know or cannot be reached, that is considered a no-show appointment. **If you do not show up to your appointment without letting us know, you will be required to prepay for your next office call that is scheduled.** If you are a no-show again to that appointment, that pre-paid office call money is non-refundable.
- If you are running more than 10 minutes late for your scheduled appointment or pick up time, please call and let us know. We will do our very best to accommodate you, but you may have an additional wait time or worse- case scenario, we will need to reschedule you. This will be based on the doctor's ability to arrange their schedule to accommodate.

**We do understand that these policies/processes may be an inconvenience to some. However, we do hope that you understand the need for these standardized policies that have been implemented/issued state wide and more locally, and that you can appreciate that our number one priority is to keep your furry family safe and well cared for. We appreciate all our valued clients and look forward to continuing to provide you with the best service and medical care possible.**

**Warmest regards,**

**Dr. Mike, Nicole  
and the entire Stoneledge Animal Hospital Team**