



AllivetTM
Trusted Pet Pharmacy Since 1992



PHARMACY PROCEDURES

PRESCRIPTION ORDER FLOW

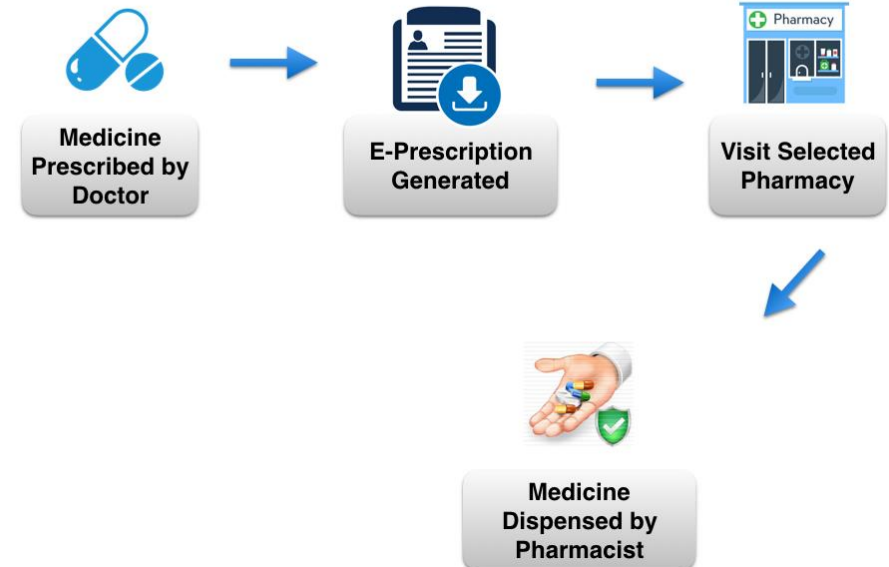
ORDER FLOW

RX Received

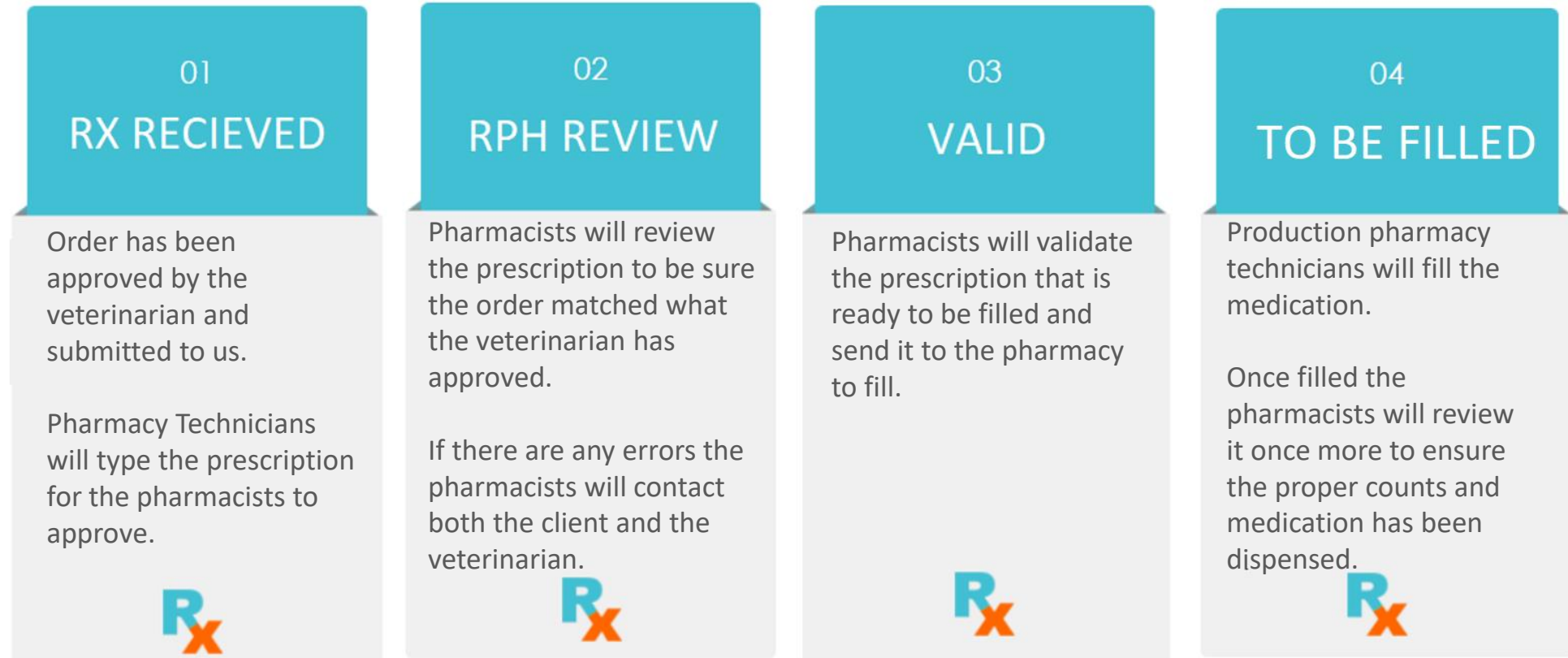
Our pharmacy has a set order flow for every prescription that is to be shipped.

- Client places order
- System reads if there is a valid prescription already on file
 - Valid Rx on file: The system will automatically process the order
 - No valid Rx on file: The following steps are required:
 - RX Received
 - RPH Review
 - Valid
 - To Be Filled

Electronic Prescription



ORDER FLOW



ORDER FLOW

RX Received

Approved prescriptions must be attached to the correct order.

- Prescriptions with readable barcodes will automatically be attached to the order. All unreadable barcodes or mailed in prescriptions will be reviewed and attached by a technician.

	RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED
USER:	SSTANLEY				
DATE:	07-19-2018				
TIME:	04:01 PM				

From: Allivet 110 Fax: (877) 500-9950 To: Fax: (832) 415-1777 Page 1 of 1 07/19/2018 3:47 PM

Allivet
Trusted Pet Pharmacy Since 1912

Allivet Pet Pharmacy
480 W. 83rd. St. Hialeah, FL 33014
Phone: 800 787 7108
Fax: 877 500 9950
Email: Rx@allivet.com

Prescription No.: 1678794
Order No.: 50-4842877
Shipping: 2nd Business Day


Dear DVM,

Our mutual client has requested the below prescription item. Please review, sign, and return (email or fax) your approval or modification back to fax (877)500-9950 or by email rx@allivet.com.
In Order to provide the best service to our mutual client, we kindly request your response within 24 hours.

CLIENT INFO	VETERINARIAN INFO
Name: Athena Sierra Email: sierraaj01@gmail.com Address: United States of America 10245 North Fwy Ste 150, Houston, TX 77037 Phone: 3366861539 Pet's Name: JACKSON Weight: 20.00 Species: Dog Product: Thyro-Tabs Canine, 120 ct, 0.2 mg Quantity: 1	Hospital Name: Name: Thrive Affordable Vet Care Address: TX Phone: 8324151766 Fax: 8324151777 Email:

Prescription Directions:
~~1 tablet by mouth twice daily~~
1 tablet by mouth twice a day

Refills allowed: 0 Date/Time: 7-19-18 2:58p
Veterinarian Signature: *Kimberly Chambers DVM*
Veterinarian Name: Kimberly Chambers Current License: TX14663



Questions? Contact Pharmacy 800 787 7108

ORDER FLOW

RPH Review

After the Rx has been received and attached, our technicians will send the order to RPH Review.

- RPH Review (RPH): Indicates an approved prescription has been received and is waiting for approval by our pharmacists.

	RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED
USER:	FBROWN	SWAGNER			
DATE:	07-19-2018	07-19-2018			
TIME:	04:23 PM	04:38 PM			

JUL 19 2018

East Beach Veterinary Care & Housecalls
3841-L East Little Creek Road
Norfolk, Va. 23518
757-963-6367

PRESCRIPTION

Date: Monday, July 16, 2018

Client Name: Elizabeth George
Client Address: 108 Talbot Drive
Client Phone: (757) 489-5457

Patient's Name: Gracie.
Age: 9 Yrs. 4 Mos.

RX: Nexgard 10.1 - 24lbs #12

Give 1 chewtab by mouth every 30 days

Refill: 0

Signed:
Bonnie Alexander, DVM

License: 0301201046
7/16/2018 RX LABEL - Nexgard
Alexander, DVM, Bonnie



ORDER FLOW

Valid

After being sent to RPH, a pharmacist will do one of two things:

- Approve It
- Re-Submit It
- Approve: Pharmacist will mark an item approved so long as the item and dosage ordered matches what the veterinarian has directed.

	RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED
USER:	WEBADMIN	FBROWN			STALLERIE
DATE:	01-17-2018	01-17-2018			01-17-2018
TIME:	09:01 AM	09:02 AM			09:02 AM

AllivetTM
Trusted Pet Pharmacy Since 1992

Allivet Pet Pharmacy
480 W. 83rd. St. Hialeah, FL 33014
Phone: 800 787 7108
Fax: 877 500 9950
Email: Rx@allivet.com



Order No.: VS-0140228
Shipping: USPS First Class

Dear DVM,

Our mutual client has requested the below prescription item. Please review, sign, and return (email or fax) your approval or modification back to fax (877)500-9950 or by email rx@allivet.com. In Order to provide the best service to our mutual client, we kindly request your response within 24 hours.

CLIENT INFO	VETERINARIAN INFO
<p>Name: Theresa Wager</p> <p>Email:</p> <p>Address: United States of America 23 Eastlake Dr., Palm Coast, FL 32137</p> <p>Phone: (386) 986-3155</p> <p>Pet's Name: Bleu</p> <p>Weight: 12.00</p> <p>Species: Dog</p> <p>Product: Nexgard for Dogs 10.1 - 24.0 lbs, 6 Month Supply</p> <p>Quantity: 1</p>	<p>Hospital Name: SAFE HAVEN VETERINARY HOSPITAL</p> <p>Name: DR. SHONBRA-DECKER, DVM</p> <p>Address: 30 LUPI CT, PAL COAST, FL 32137</p> <p>Phone: 3864469099</p> <p>Fax: 3864468317</p> <p>Email:</p>

Prescription Directions:
GIVE ONE TABLET BY MOUTH ONCE MONTHLY AS DIRECTED BY VETERINARIAN

Refills allowed: one Date/Time: 1/17/18
Vet Signature: [Signature]
Vet Name: LEE B STALLERIE Current License #: VM4252



ORDER FLOW

Valid Cont.

- Re-Submit:
 - Occurs when there is a discrepancy with the item ordered versus what was prescribed by the vet, or
 - The pharmacist requires additional information to approve the prescription.

RECEIVED	SENTTORPH	RE-SUBMIT	PRE-APPR	APPROVED
USER: FBROWN	SBRINSON	LENNY		
DATE: 07-19-2018	07-19-2018	07-19-2018		
TIME: 02:41 PM	03:46 PM	03:48 PM		
COMMENTS				
06/27/2018 BRANDON. THE VETERINARIAN PROFILE SAYS THE CLIENT MUST SEND THE MAIL IN RX / CHANGED VET INFORMATION TO I WILL MAIL RX AND SENT AUTOMATIC EMAIL TO THE CLIENT ..				
6-28-2018 - LORRAINE - RX DECLINE VIA FAX - VET'S OFFICE STATED THEY DO NOT APPROVE WITH ONLINE PHARMACIES - CLIENT REQUIRED TO PICK UP SCRIPT AND MAIL IT TO US - INFORMED CLIENT VIA EMAIL				
7-2-18 JASPER = UNABLE TO LVM FOR CLIENT 845-216-5801 BECAUSE MAILBOX IS FULL ;; SENT EMAIL REMINDER				
07/06/18 MAILBOX IS FULL..SENT EMAIL REMINDER**TAMIKA				
07/12/2018 CALLED CLIENT , CONFIRMED WILL MAIL IN RX TODAY ZULY				
7/13 AWAITING MAILED IN RX-BA				
07/19/2018 FLECIA **** RECEIVED MAILED IN RX****				
THIS IS WRITTEN FOR 10 ML VIAL IS VET OKAY WITH 100 ML????				

ORDER FLOW

Filled

Re-Submitted	RPH	Fill 139	Fill On Hold	No Rx	All Rx SO	To Cancel	Declined	All Rx
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After being validated, the order will be sent to the pharmacy production team where it will be filled and checked once more for accuracy before being packaged for shipment.

Rx No.	Rx Status	Order No.	Order Date	Location	ItemID	Written Medication	SO Qty	Rx Qty	Pet Stock	Pet Name	Select
1296670	Valid	VS-0148903	07-13-18	PH-02B02	15049-6	NEXGARD FOR DOGS 10.1 - 24.0 LBS, 6 MONTH SUPPLY	1	1	608	Bleu	<input type="checkbox"/>
1676460	Valid	VS-0149076	07-18-18	PH-01B04	15050-0003	HEARTGARD PLUS CHEWABLES FOR DOGS 51 - 100 LBS 6 MONTH SUPPLY BROWN	1	1	9124	Storm Legpla	<input type="checkbox"/>
1676449	Valid	VS-0149063	07-18-18	PH-04C01	50574-1	THYRO-TABS CANINE, 120 CT, 0.1 MG	1	1	171	Cricket	<input type="checkbox"/>
1674476	Valid	SO-1838540	07-17-18	PH-07B06	10042	GASTROGARD	8	8	463	Indy	<input type="checkbox"/>
1676882	Valid	SO-1841045	07-18-18	PH-06B04	25579-2	VENTIPULMIN SYRUP 330 ML	1	1	12	Fiesta	<input type="checkbox"/>
1572118	Valid	SO-1843079	07-19-18	PH-03B04	25780-4	CARPROFEN 75 MG, 180 CAPLETS	2	2	340	Cody	<input type="checkbox"/>
1643528	Valid	SO-1803106	07-03-18	PH-03B06	25780-6	CARPROFEN 100 MG, 180 CAPLETS	2	2	374	barter	<input type="checkbox"/>

RX EXCEPTIONS

RX EXCEPTIONS

There are a few things that can interrupt a smooth prescription process:

- RX Issue
- Fill On Hold



RX EXCEPTIONS

RX Issue

STATUS: WAITING VET APPROVAL ▼

ISSUE ☒

- RX Issue: Any issue with the prescription or order which has been identified by a pharmacy tech, or pharmacist prior to the prescription being validated.

COMMENTS

07/10/18 S.JACKSON ** LEFT VM WITH CLIENT IN REGARDS TO CHANGE TO MG STRENGTH CAN HAVE CERENIA 16MG

07/11/2018 BRANDON. CLIENT HAS BLOCKED OUR PHONE NUMBER.. SENT CLIENT EMAIL REGARDING THE CHANGE IN DOSE THAT VET IS APPROVING.

07/11 CLIENT CALLED ASKING TO HOLD OFF ON ORDER, AS HE WOULD LIKE TO CONFIRM THE STRENGTH WITH HIS VET WHO WILL BE IN 07/12 AND HE WILL CALL BACK...TE

7/12 CLIENT CALLED STATING SHE WOULD LIKE US TO CALL THE VET TO VERIFY CORRECT DOSAGE ON RX. KAREN P

07/12 - REACHED OUT TO VETS OFFICE WHO ADV THAT IT SHOULD BE THE 16MG AS THE 160MG IS TOO HIGH OF A DOSAGE FOR PET - REACHED OUT TO CLIENT ONCE MORE -SFAUCHER

07/18/18 ROGARLINE CALL CLIENT PER PHONE MESSAGE THE PERSON YOU ARE CALLING AS BLOCK YOUR PHONE NUMBER". SENT CLIENT EMAIL LET THEM KNOW THAT ORDER IS ON PENDING CANCELLATION AS OF TODAY SHOULD BE CANCEL IN 2 WEEKS 8/1/18

RX EXCEPTIONS

Re-Submitted	RPH	Fill	Fill On Hold 58	No Rx	All Rx SO	To Cancel	Declined	All Rx
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- Fill On Hold: Is any issue with the prescription or order that has been identified by a pharmacist after being validated.

COMMENTS

7-19 VET AWARE FOR HORSES BUT CLIENT KNOWS HOW TO USE WITH THE HELP OF VET...STEPHANIE

7-19-18 YADY, WE ONLY HAVE 3 PACKETS IN STOCK

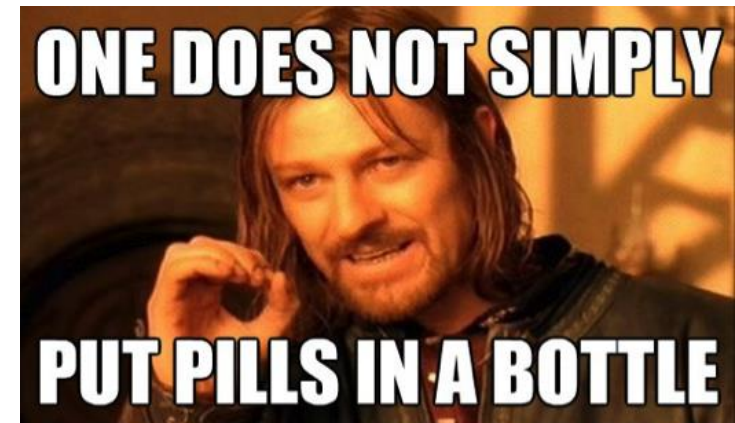
07/19/2018 14:48 - YLIMONTE: EMAIL-RX-NOT-IN-STOCK, UNABLE TO REACH CLIENT BY PHONE

CUSTOMER SERVICE & PHARMACY

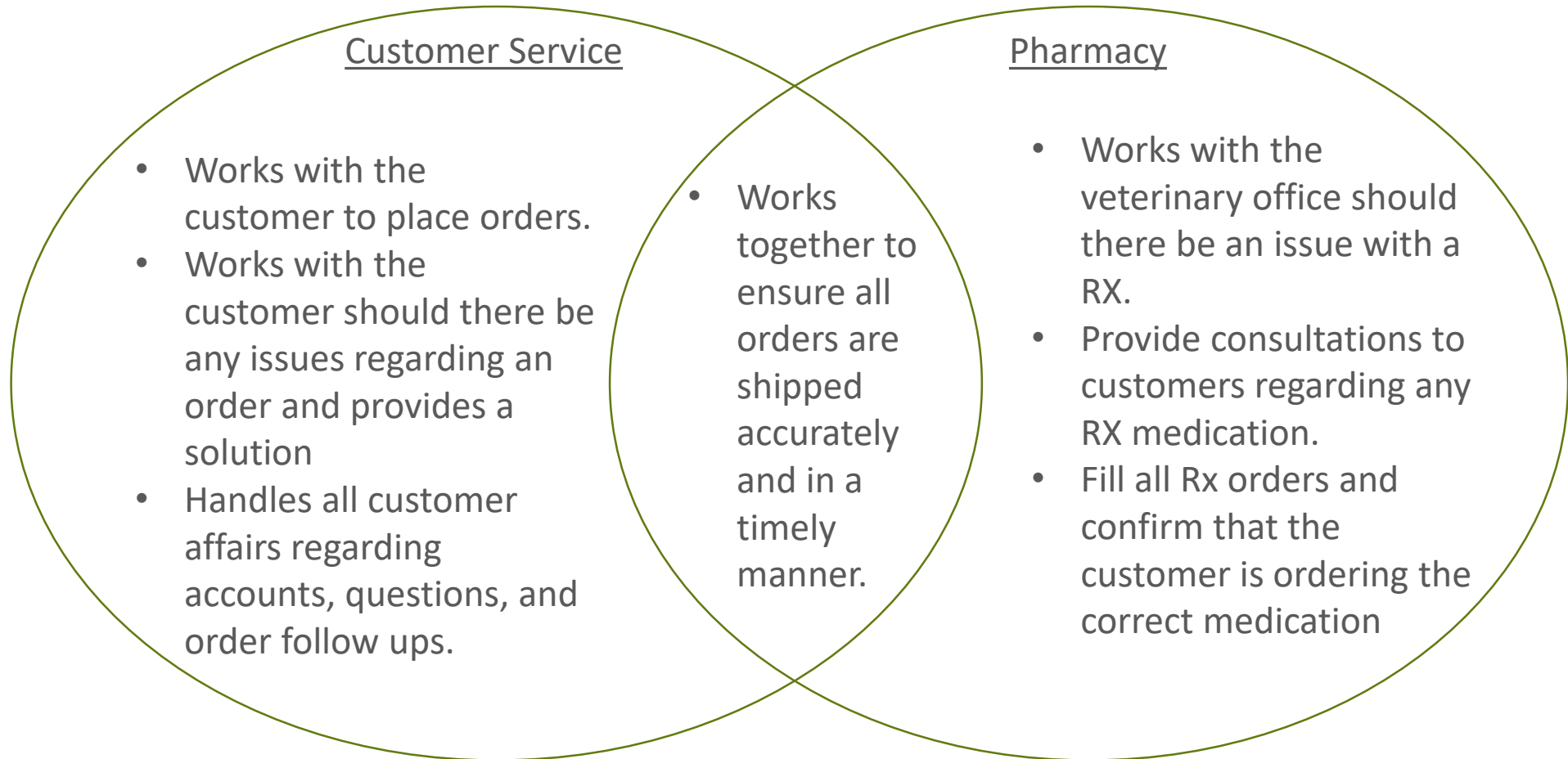
CUSTOMER SERVICE VS. PHARMACY

Customer service and pharmacy work hand in hand to ensure customer orders go out as quickly and as smoothly as possible.

- Although both departments share a common goal, they perform different customer facing functions:
 - Customer service works primarily with the customer
 - Pharmacy works primarily with the customer's veterinarians and their staff



CUSTOMER SERVICE VS. PHARMACY



CONTACTING THE PHARMACY

In order to ensure the best customer experience, there are a few situations where you will need to transfer a customer to a pharmacist.

- Consultations regarding Rx medications ONLY
- Questions regarding anything their veterinarian has authorized.
- Any time a veterinarian office calls to provide a verbal authorization.
- Any medical issue:
 - Reaction to medication
 - Medication not effective
 - Incorrect medication sent



"Take one pill twice a day hidden in some cheese."