



We would like to inform you of an important change to our prescription fulfillment process at ZimmVet. **Effective May 1st, 2025**, we will no longer approve prescriptions directly to on-line pharmacies (Chewy, Pet Meds, Petco, Amazon etc.).

This decision was driven by our patient promise and our ongoing commitment to providing the highest level of care, safety, and well-being for your pet(s). As an AAHA accredited clinic, this includes making sure the medications we prescribe are from trusted sources. Unfortunately, we have encountered increasing challenges with online pet pharmacies, which include the inability to ensure our patients prescription medications and diets are being sourced from trusted suppliers that are following proper handling, storing, and dispensing guidelines. There are even further challenges as product guarantees are not upheld when purchasing from these sources.

We understand that mail-order is convenient, and that is why we partner with an on-line pharmacy (zimmvet.covetruspharmacy.com). Products on this site have the same guarantee as those you purchase in-clinic. The products come from our trusted distributors and provide competitive pricing and discounts.

We will continue to approve and fill prescriptions directly through the following pharmacies:

- ZimmVet's physical on-site pharmacy
- ZimmVet online pharmacy (zimmvet.covetruspharmacy.com)
- Trusted conventional brick and mortar pharmacies with an on-staff pharmacist (Human Pharmacies)
- Hills to Home (hillstohome.com), Hills pet food
- Purina Pro Plan Vet Direct (proplanvetdirect.com), Purina Pro Plan Pet Food

If you choose to purchase from a different source you may request to pick up a written prescription to submit to your preferred pharmacy via mail. Once a pet is managed on a medication or food, we will include refills to get your pet to their next required services. Due to prescription laws, we are unable to provide duplicate prescriptions once the written prescription is picked up.

If you have any questions, please contact our pharmacy directly at pharmacy@zimmvet.com or (763) 856-4848 and ask to speak with the pharmacy technician.

We appreciate your understanding and continued trust in ZimmVet to provide the highest level of care for your pet(s).

ZimmVet Veterinary Team