

Harmony Veterinary Center

Client Communication, Medical Results & Pharmacy Prescription Policy

At Harmony Veterinary Center, we understand your pets are family. Every phone call, email, text, and laboratory result is reviewed with care and medical attention by our veterinary team.

To provide safe, focused care for all patients, our doctors spend their day in hands on appointments, surgery, diagnostics, and hospitalized patient care. They dedicate specific windows between medical cases and at the end of the day to carefully review messages and return communications.

MESSAGE TRIAGE & RESPONSE TIMES

Our trained medical support staff continuously review and triage all incoming phone calls, portal messages, and emails. We prioritize communications based on the medical urgency of each pet's situation.

Medication Requests – Please see full Pharmacy Policies below

Routine / Non-Urgent Questions

Examples: Diet questions, preventative care, scheduling changes, wellness or routine follow-up questions.

Expected Response: Within 3–5 business days.

Messages received Friday through Sunday may not receive a response until Tuesday or Wednesday.

Chronic Condition Management

Examples: Arthritis, diabetes, thyroid disease, long-term medication adjustments.

Expected Response: Within 72 business hours.

If your pet develops new or worsening symptoms, please call our office so the case can be re-triaged appropriately. 303-432-8551

Acute Illness Concerns

Examples: Vomiting or diarrhea, ear infections, coughing, lethargy, sudden behavior changes.

Expected Response: Same business day whenever possible, or within 24 hours.

A veterinary nurse or doctor will help determine whether your pet needs urgent evaluation.

Emergencies

Examples: Difficulty breathing, toxin ingestion, collapse, severe trauma, inability to urinate, active seizures.

Call our office immediately or proceed directly to the nearest emergency veterinary hospital. Please do not wait for an email or voicemail response.

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LABORATORY RESULTS & MEDICAL REVIEW

Overview

Every laboratory result is individually reviewed by a licensed veterinarian before recommendations are made. Many results require interpretation, comparison with prior records, and development of a treatment plan before communication can occur. Once the doctor reviews the results, a DVM or a Registered Veterinary Technician (RVT) will contact you to share the findings and discuss recommended treatments or follow-up care.

If your pet's condition changes while awaiting results or communication, please contact us so we can reassess urgency and provide appropriate guidance.

Routine Wellness Testing

Examples: Annual bloodwork, heartworm testing, routine fecal screening.

Expected Timeline: 5–7 business days or less via text, email, or phone.

Diagnostic / Illness-Related Testing

Examples: Sick patient bloodwork, urinalysis, diagnostic panels.

Expected Timeline: Typically within 3 business days or less, via text, email or phone.

Specialized Testing

Examples: Cultures, biopsies, GI panels.

Expected Timeline: Varies depending on the external laboratory processing time. Our team will provide estimated turnaround times whenever possible.

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PRESCRIPTION REFILL AND PHARMACY POLICY

Overview

At Harmony Veterinary Center, patient safety is our highest priority. All prescription medications require review and approval by a licensed veterinarian before they can be refilled or dispensed.

To ensure safe and accurate prescribing, our medical team carefully reviews:

- Your pet's medical history
- Current condition and symptoms
- Required monitoring or laboratory testing
- Examination status and legal prescribing requirements

Prescription Refill Requests

Please allow:

- 3 business days for most routine medication refill requests
- Additional time for compounded medications or special-order products

Requests submitted Friday through Sunday may not be processed until Tuesday or Wednesday.

To avoid interruptions in your pet's medication schedule, we strongly encourage requesting refills 3-5 days before your pet runs out of medication.

Monitoring and Exam Requirements

Certain medications require:

- Routine bloodwork or laboratory monitoring
- Periodic physical examinations
- Recheck appointments before additional refills can be approved

If monitoring or an examination is overdue, our team may need to schedule an appointment before medications can be dispensed.

Controlled Substances

Due to federal and state regulations:

- Controlled medications may require additional approval steps
- Early refills may not be permitted
- Valid identification may be required at pickup
- Some prescriptions cannot legally be called in or transferred

Routine refill requests are not monitored outside business hours or on weekends.

If your pet experiences a medical emergency or urgently requires medication outside normal business hours, please contact a local emergency veterinary hospital for immediate assistance

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Outside Pharmacy and Written Prescription

We are happy to approve prescriptions for reputable pharmacies when medically appropriate.

Please allow an additional 10 days of processing time for any outside pharmacy

After-hours & Emergency Refills

Routine refill requests are not monitored outside business hours or on weekends.

If your pet experiences a medical emergency or urgently requires medication outside normal business hours, please contact a local emergency veterinary hospital for immediate assistance.

OUR COMMITMENT TO YOU

Commitment

Our goal is to provide:

- Appropriate triage of urgent patients
- Thoughtful medical care
- Accurate medication review
- Safe prescribing practices
- Thorough patient monitoring
- Thorough review of every case
- Timely communication whenever possible

We appreciate your patience, trust and partnership in helping us provide safe, high-quality care for your pet.

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SHORT FORM TEXT / EMAIL AUTO-REPLY

Auto-Reply

Thank you for contacting Harmony Veterinary Center.

All messages are reviewed and prioritized based on medical urgency by our veterinary team.

Typical response times:

- Emergencies: Immediate – Please call the clinic at 303-432-8551 or go to your nearest ER.
- Acute illness concerns: Same day / within 24 hours
- Chronic condition questions: Within 72 business hours
- Routine questions & wellness care: Within 3–5 business days
- Routine laboratory results: Within 5–7 business days

If your pet's condition worsens while awaiting a response, please call our office directly so we can reassess urgency. 303-432-8551

If this is an after-hours emergency, please contact your nearest 24-hour emergency veterinary hospital immediately.