



دائرة الصحة
DEPARTMENT OF HEALTH


DOH STANDARD ON DELIVERY OF PHARMACY MEDICATIONS

FEBRUARY 2020

PUBLIC

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|  دائرة الصحة DEPARTMENT OF HEALTH | |
| Document Title: | DOH Standard on Delivery of Pharmacy Medication |
| Document Type | Standard |
| Document Number: | Ref. DOH/STD/HLME/DPM/0.9 |
| Effective Date: | February 2020 |
| Previous Versions: | n/a |
| Document Owner: | Healthcare Licensing & Medical Education Division |
| Applies to: | All outpatient pharmacy providers in the Emirate of Abu Dhabi that are approved to perform medicine delivery services |
| Note: Read this Standard in conjunction with related UAE Laws, DOH Policies, Standards and Manuals. | |

1. Purpose

- 1.1. The purpose of this Standard is to outline the requirements that must be fulfilled when a DoH licensed outpatient pharmacy provides a delivery system for Over the Counter, Pharmacy Only, and Prescription Only Medicines to their patients.
- 1.2. It sets out the obligations of the pharmacy in assuring the security and safety of delivery systems and ensuring compliance with legal and regulatory requirements.
- 1.3. It lists the practical steps that must be performed by the representative of the pharmacy (delivery driver) to assure the security and safety of delivery systems.

2. Scope

- 2.1. The standard is applicable to all outpatient pharmacy providers in the Emirate of Abu Dhabi that are approved to perform medicine delivery services and delivered anywhere in the UAE.
- 2.2. It applies to the delivery of all Over the Counter medicines, Pharmacy Only and Prescription Only Medications that have been prepared for delivery to patients by the pharmacy.
- 2.3. Delivery service will not include the following category of drugs listed below:



- 2.3.1. Narcotics, Controlled and Semi Controlled Drugs. Special authorization requirements apply for pharmacies seeking to provide delivery of narcotics, controlled and semi-controlled drugs:¹
 - 2.3.1.1. Outpatient Pharmacies seeking to deliver narcotics, controlled and semi-controlled drugs must satisfy the following requirements:
 - 2.3.1.1.1. Submit official request to DOH to deliver narcotics, controlled and semi-controlled drugs medications.
 - 2.3.1.1.2. Provide evidence to DOH that the delivery mechanism complies with all Federal Laws and Decrees, and DOH regulations for narcotics, controlled and semi controlled drugs.
 - 2.3.2. Complex regimens prescribed for the first time (refills are allowed after the first dispense).

3. Duties of Pharmacies

- 3.1. Obtain DOH approval on performing Home delivery services of medications after confirmation by DOH audit team that the required set up is in place.
- 3.2. Develop organizational policies / Standard Operating Procedures for delivering pharmacy items that have been prepared by the pharmacy for dispensing and that reflect the requirements of this Standard.
- 3.3. Prior to any delivery the pharmacy must obtain written or electronic consent for delivery of medications by asking the patient to complete a consent form. Consent details to be recorded should include:
 - 3.3.1. Patient name and signature;
 - 3.3.2. Date consent was given;
 - 3.3.3. Patient Emirates ID details;
 - 3.3.4. Patient Insurance details if the medication is covered by insurance;
 - 3.3.5. Telephone contact number(s) for the patient;
 - 3.3.6. Authorization for delivery to a specified person other than the patient (if applicable);
 - 3.3.7. Address to which medications are to be delivered.
- 3.4. Retain patient's consent form (electronic or manual) on-site and easily retrievable. As the form contains confidential information, all relevant DoH, AHICS and Federal laws, regulations and policies shall be applicable.
- 3.5. Pharmacists can only prepare a prescription order for delivery if the original or electronic prescription is presented in the pharmacy prior to dispensing,

¹ As per the Ministerial decree 888 (2016)



- 3.6. The pharmacist is wholly responsible for ensuring that the delivery system is suitable having regard to the nature of the medicine concerned and the integrity of the supply chain through which medicines are delivered.
- 3.7. In the supply of medicines via a delivery system, pharmacists should apply all the usual professional activities employed in the dispensing of prescriptions including having regard to the pharmaceutical and therapeutic appropriateness of the medicine therapy for the patient.
- 3.8. In those circumstances involving the delivery of high-risk medications with a high risk of causing significant patient harm or death when used in error, the pharmacist must make a professional assessment and determine the suitability of items for delivery to the patient or the authorized representative. The pharmacist can in such circumstance refuse to deliver and ask for the patient or authorized representative to come and collect in person.
- 3.9. Prior to handing over the medications for delivery, the pharmacist must ensure that:
 - 3.9.1. The medications are in appropriately sealed delivery containers that conceal the contents and maintain patient confidentiality.
 - 3.9.2. The containers are labelled with the patients name and address, details of which correspond with the prescription and labels on the medicines;
 - 3.9.3. That fridge items must be transported in a temperature controlled container ensuring that correct temperature as per product specifications is maintained during transit;
 - 3.9.4. Light sensitive medications should be delivered in their original container or in amber plastic containers.
- 3.10. The Pharmacy should contact the patient or authorized representative prior to delivery to confirm that they will be present to accept the delivery, provide an estimated delivery time and counsel the patient on medications to be delivered when required;
 - 3.10.1. It is the responsibility of the pharmacist to ensure that the delivery driver / system employed is able to deliver medicines competently and safely.
- 3.11. A comprehensive audit trail of all deliveries must be recorded in a delivery record book or electronically, and should include the following details:
 - 3.11.1. Patient name and delivery address;
 - 3.11.2. Details if the delivery contains any additional items with special storage requirements that are not within the main bag, such as fridge items;
 - 3.11.3. Whether the delivery has been authorized to another specified person other than the patient.



- 3.12. Confirmation of delivery must be ensured by the pharmacy post delivery.
- 3.13. Monitor the delivery process: it is the Pharmacist's responsibility is to ensure that the delivery process is done in accordance of DOH regulations and the authorized delivery party:
 - 3.13.1. Must have read, understood and signed on the Standard Operating Procedures for delivering pharmacy items that have been prepared by the pharmacy for dispensing.
 - 3.13.2. Must consider safety considerations during transit. For example, medicines should be stored securely out of sight in a locked vehicle, with windows shut and the temperature of the vehicle should be appropriate to ensure the stability of the medications.
 - 3.13.3. At the point of delivery, must check that the patient or authorized representative is who they claim by using the Emirates ID as primary identifier.
 - 3.13.4. Collect the prescription to return to the pharmacy, except for the case of electronic prescription.
 - 3.13.5. Must not, in any circumstance, hand over the items to an individual who has not been authorized to accept the item(s) by the patient or to minors.
 - 3.13.6. Must not store undelivered items in the delivery vehicle overnight but must return them to the pharmacy.
- 3.14. Must ensure that medication is delivered on time:
 - 3.14.1. Medication orders should be delivered within 2 working days from the agreed date of the order.

4. Enforcement and Sanctions

DOH may impose sanctions in relation to any breach of requirements under this standard in accordance with the Complaints, Investigations, Regulatory Action and Sanctions Chapter of the Healthcare Regulator Manual.