



THE ADVANTAGES OF USING A COURIER PHARMACY

ABOUT US

Pharmacy Direct is a Premier Courier Service Pharmacy in South Africa, specializing in the reliable, on-time delivery of chronic medication as well as Anti-Retroviral Therapy to approximately 75 000 patients nationally. Our on-time delivery service level has been in excess of 99.9% since 2006, even though 75% of our patients reside in outlying or rural areas.

Pharmacy Direct is appointed as the designated service provider to different medical aids such as Bonitas, Polmed, Medshield, Liberty, Massmart and Bankmed.

BENEFITS OF USING PHARMACY DIRECT

- **Convenient**

Patients can collect medication from their nearest Post Office or medication can be delivered to any delivery point nationwide including office, home or holiday destination. No more long queues, no more parking problems, no more waiting time.

- **Reach**

Pharmacy Direct is in the unique position to deliver medication in remote areas.

- **Affordable**

Our delivery of medication is free of charge. No administration fees are charged. The delivery of your monthly medication is FREE OF CHARGE to the address of your choice whether your home, work, doctor's rooms or your nearest Post Office. Pharmacy Direct also has the capability to deliver medication to members and dependants residing at different addresses.

- **Reliable**

No re-ordering is necessary and medication will be sent every 28 days. Patients are also advised via SMS or e-mail when medication is sent. For you as patient it would also be important to know that Pharmacy Direct has a proven track record in the on-time delivery of medication nationally;

- **Accessible**

Advice on clinical issues is a mere phone call away. A dedicated team of clinical staff are available to assist patients telephonically. A call centre that can assist patients in all eleven official languages is available to assist patients. An escalation process to management is in place when patients experience any problems.

- **Caring**

A professional team of Pharmacists ensure that patients receive the best possible advice in terms of clinical pharmacology and pharmaco-economics. Patients are continuously advised on generic medication.

- **Confidential**

Pharmacy Direct is committed to maintaining the confidentiality of all patients; processes and controls are in place to ensure this;

- **Benefits Last Longer**

Our prices are highly competitive as an agreement exists between the medical aid and Pharmacy Direct. Obtaining your medication from Pharmacy Direct will therefore also have a **cost saving benefit** as Pharmacy Direct:

- provides medication at the best prices in South Africa;
- charges a dispensing fee per item much lower as that recommended by legislation;
- does not charge ANY administration fee

- **Deliveries**

- Deliveries take place every 28 days.
- A claim is processed to establish validity of authorizations.
- Medication is then dispensed and packed with-in the next 24 hours. Deliveries will take place with-in 24 to 72 hours after dispatch depending on the location of the patient.
- Major centres are delivered in 24 hours while deliveries to far-outlying areas may take up to 72 hours.
- Patients receive an SMS on dispatch of parcels. A tracking number for parcels going to local Post Offices will be included in the SMS. This number can be quoted at the counter when the parcel is collected.

- **Prescriptions**

- Prescriptions are, as per legislation, only valid for 6 months. Ensure that you provide Pharmacy Direct with a new prescription every six months. You will receive an SMS when your prescription is received.
- Loading a new prescription may involve updating of authorizations, referrals to medical advisors for final approval and sometimes even more intervention by pharmacists. Always allow 5 to 7 working days for medication to be prepared and dispatched. Should medication delivery be extremely urgent, advise Pharmacy Direct as such. You will be contacted if authorization is not possible or if any item attracts a co-payment according to medical aid rules.
- Schedule 6 medication can only be dispensed on presentation of an original prescription. Always send your schedule 6 medication by registered mail to Pharmacy Direct. Advise us of the tracking number.

- **Keeping the cold chain**

- Fridge line items are dispatched in the late afternoon at Pharmacy Direct.
- Medication is packed in high density polystyrene cooler boxes with gel packs that had been frozen at a temperature of -25 degrees Celsius.
- Cooler boxes are validated to keep medication at temperatures of between 2 and 8 degrees Celsius for 72 hours.

JOINING PHARMACY DIRECT

THE MEMBER SHOULD:

- STEP 1: Complete all relevant sections on the Pharmacy Direct Application Form (available on www.pharmacydirect.co.za) or alternatively phone the Pharmacy Direct Call Centre on 086 002 7800 to do an online-application.
- STEP 2: Please fax a copy of the repeatable original prescription for all the medication that will be needed (contact your doctor should you not have this with you) to Pharmacy Direct at fax number: 086 611 4000/1/2/3 or (012) 643 3040.
- STEP 3: Members using chronic medication and who would want medication to be deducted off chronic benefits, must please remember to follow the medical aid rules and route of applying for chronic authorization.
- STEP 4: Please fax, mail or e-mail all above information to Pharmacy Direct.
- Fax to: 086 611 4000/1/2/3
 - E-mail to: care@pharmacydirect.co.za
 - SMS: 083 690 8934
 - Mail to: PHARMACY DIRECT
 - PO BOX 7344
 - CENTURION
 - 0046
- STEP 5: Please ensure that the following information is indicated on all communication, including a prescription to ensure accurate processing and/or on-time dispensing:
- Patient's Initials and Surname
 - Patient's Medical Aid Number and/or unique Pharmacy Direct Patient Profile number
 - Contact Number
 - Dependant Number
 - Delivery Address
- STEP 6: Please note that it is the specific member's responsibility to cancel the current delivery arrangement that may exist for his/her chronic medication.
- STEP 7: Please note that Pharmacy Direct can only dispense medication on receipt of a valid prescription from the doctor and it is the member's responsibility to obtain the prescription and forward this to Pharmacy Direct.