



# Delivery of Pharmacy Medication Standard

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## 1. Standard Scope

- 1.1 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.
- 1.2 This standard applies to the delivery of all over the counter (OTC) medicines, pharmacy only and prescription only medications that have been prepared for delivery to patients by the pharmacy.
- 1.3 The purpose of this standard is to set the minimum requirements for the delivery of pharmacy medication.

## 2. Definitions and Abbreviations

No.	Term / Abbreviation	Definition
2.1	Over the counter medication (OTC)	Medicines that do not require a prescription and can be sold directly to the consumer.
2.2	Pharmacy only medicine	Medicine that does not require a prescription but must be dispensed under the supervision of a licensed pharmacist.
2.3	Prescription only medicine	Medication that requires a valid prescription from a licensed healthcare professional.
2.4	Narcotic and Psychotropic Substances	Medical and therapeutic products and others containing any active ingredient according to Federal Law Number (30) for the year 2021 and its amendments.
2.5	Semi Controlled Drugs	Drugs not listed under narcotic and psychotropic substances, however they must be controlled inside the country, as their misuse may lead to harm of public health.
2.6	Department of Health (DoH)	A regulative body of the Healthcare Sector in the Emirate of Abu Dhabi.
2.7	Third-party delivery company	Outsourced companies that provide deliveries to customers by delivering goods from one location to another.
2.8	High-risk medications	Medicines that have a high risk of causing significant patient harm or death when used in error.

## 3. Standard Requirements and Specifications

- 3.1 Delivery service will not include the following category of drugs listed below, unless they fulfil special requirements:
  - 3.1.1 Narcotics, psychotropic substances and semi controlled drugs. Special authorization requirement applies for pharmacies seeking to provide delivery of narcotics, psychotropic substances and semi-controlled drugs:
    - 3.1.1.1 Outpatient pharmacies seeking to deliver narcotics, psychotropic substances and semi-controlled drugs must satisfy the following requirements:
      - 3.1.1.1.1 Submit an official request to DoH to deliver narcotics, psychotropic substances and semi-controlled drug medications.
      - 3.1.1.1.2 Provide evidence to DoH that the delivery mechanism complies with all Federal Laws (30/2021) and (8/2019), and DoH regulations including the Standard for the Management of Narcotics, Psychotropic And Semi-Controlled Medicinal Products.

- 3.1.2 Complex regimens prescribed for the first time are not allowed to be delivered, refills are allowed after the first dispense.
- 3.2 Details of the delivery method, and clarification on whether the pharmacy intends to use their own vehicles and drivers or use a third-party delivery company shall be provided.
  - 3.2.1 If using a third-party delivery company, the pharmacy must submit a copy of the third-party delivery company's trade license with the approved activity of "Delivery of Medical Materials" listed.

#### 4. Key stakeholder Roles and Responsibilities

- 4. Responsibilities of Pharmacies
  - 4.1. Obtain DoH approval on performing home delivery services of medications after confirmation by DoH audit team that the required set up is in place.
  - 4.2. 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.
  - 4.3. 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 shall include:
    - 4.3.1. Patient name and signature.
    - 4.3.2. Date consent was given.
    - 4.3.3. Patient Emirates ID details.
    - 4.3.4. Patient Insurance details if the medication is covered by insurance.
    - 4.3.5. Telephone contact number(s) for the patient.
    - 4.3.6. Authorization for delivery to a specified person other than the patient (if applicable).
    - 4.3.7. Address to which medications are to be delivered.
  - 4.4. Retain patient's consent form (electronic or manual) on-site and easily retrievable. Since the form contains confidential information, all relevant local and Federal laws and regulations related to data protection and privacy, as well as relevant DoH Standards and Policies related to data management, privacy and security shall be applicable.
  - 4.5. Pharmacists can only prepare a prescription order for delivery if:
    - 4.5.1. The original or electronic prescription is presented in the pharmacy prior to dispensing, OR
    - 4.5.2. A digital image of the original prescription is sent to the pharmacy through an approved secure digital medium (email, mobile application), or other secure means, providing the prescription is clear, legible and the pharmacist is satisfied with the authenticity of the prescription.
      - 4.5.2.1. The original prescription must be retrieved and verified at the point of delivery and returned to the pharmacy.
  - 4.6. The pharmacist is fully responsible for ensuring that the delivery system is suitable to the nature of the medicine concerned and the integrity of the supply chain through which medicines are delivered.
  - 4.7. In the supply of medicines via a delivery system, pharmacists should apply all the usual professional activities employed in the dispensing of prescriptions including the consideration of the pharmaceutical and therapeutic appropriateness of the medicine therapy for the patient.
  - 4.8. 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 circumstances, refuse to deliver and ask for the patient or authorized representative to come and collect in person.
  - 4.9. Prior to handing over the medications for delivery, the pharmacist must ensure that:
    - 4.9.1. The medications are placed in appropriately sealed delivery containers that conceal the contents and maintain the patient's confidentiality.
    - 4.9.2. The containers are labelled with the patient's name and address, details of which correspond with the prescription and labels on the medicines.

- 4.9.3. Items requiring refrigeration must be transported in a temperature-controlled container ensuring that the correct temperature as per product specifications is maintained during transit.
- 4.9.4. Light sensitive medications should be delivered in their original container or in amber plastic containers.
- 4.10. The pharmacist 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.
  - 4.10.1. It is the responsibility of the pharmacist to ensure that the delivery driver / system employed is delivering medicines competently and safely.
- 4.11. A comprehensive audit trail of all deliveries must be recorded in a delivery record book, preferably electronically, and should include the following details:
  - 4.11.1. Patient name and delivery address.
  - 4.11.2. Details if the delivery contains any additional items with special storage requirements that are not within the main bag, such as items requiring refrigeration.
  - 4.11.3. Whether the delivery has been authorized to another specified person other than the patient.
- 4.12. Confirmation of delivery must be ensured by the pharmacy post-delivery.
- 4.13. Monitoring the delivery process- it is the pharmacist's responsibility to ensure that the delivery process is done in accordance with DoH regulations.
- 4.14. The authorized delivery party:
  - 4.14.1. Must have read, understood and signed up for the Standard Operating Procedures for delivering pharmacy items that have been prepared by the pharmacy for dispensing.
  - 4.14.2. Must consider safety considerations during transit. For example, medicines should be stored securely out of sight in a locked vehicle, and the temperature of the vehicle should be appropriate to ensure the stability of the medications.
  - 4.14.3. 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.
    - 4.14.3.1. Patient or authorized representative Emirates ID must be clearly visible at the delivery location.
  - 4.14.4. Collect the prescription to return to the pharmacy, except for the case of electronic prescription.
  - 4.14.5. Must not, under 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.
  - 4.14.6. Must not store undelivered items in the delivery vehicle overnight but must return them to the pharmacy.
- 4.15. Pharmacists must ensure that medication is delivered on time.
  - 4.15.1. Medication orders should be delivered within 2 working days of the agreed date of the order.

## 5. Monitoring and Evaluation

5.1 DoH's monitoring and evaluation framework is designed to evaluate the effectiveness, quality outcomes, and overall impact of this Standard. Auditors will focus on the following key performance indicators:

- Accuracy of prescriptions dispensed: ensuring medications are dispensed correctly and without error to the right recipient.
- Patient waiting time to receive medication.
- Compliance with storage requirements.
- Patient satisfaction.
- Data security and privacy compliance.

## 6. Enforcement and Sanctions

6.1 DoH may impose sanctions in relation to any breach of requirements under this Standard in accordance with the Disciplinary regulation of the Healthcare Sector

## 8. Relevant Reference Documents

No.	Reference Date	Reference Name	Relation Explanation / Coding / Publication Links
1	2018	Drug delivery: Present, past, and future of medicine	<a href="https://www.sciencedirect.com/science/article/abs/pii/B9780128137413000121">https://www.sciencedirect.com/science/article/abs/pii/B9780128137413000121</a>
2	2019	E-drug delivery: a futuristic approach.	<a href="https://www.sciencedirect.com/science/article/abs/pii/S1359644618304665?via%3Dihub">https://www.sciencedirect.com/science/article/abs/pii/S1359644618304665?via%3Dihub</a>
3	2019	Federal law 8/2019 on medical products, the Profession of Pharmacy and Pharmaceutical Facilities	<a href="https://mohap.gov.ae/app_content/legislations/php-law-ar-88/mobile/index.html#p=1">https://mohap.gov.ae/app_content/legislations/php-law-ar-88/mobile/index.html#p=1</a>
4	2021	Federal Law 30\21 on Control of Narcotic drugs and Psychotropic substances	<a href="https://mohap.gov.ae/assets/11b52465/Law-ar-No.30-2021.pdf.aspx">https://mohap.gov.ae/assets/11b52465/Law-ar-No.30-2021.pdf.aspx</a>
5	2021	Standard for the Management of Narcotics, Psychotropic And Semi-Controlled Medicinal Products.	<a href="https://www.doh.gov.ae/en/resources/standards">https://www.doh.gov.ae/en/resources/standards</a>