

THE EUROPEAN FEDERATION OF PHARMACY CHAINS (EFPC) STATEMENT OF DEVELOPMENT OF THE ONLINE PHARMACY SERVICE

All members of the EFPC fully respect and strictly follow national and European legislation during the conduct of pharmacy operations.

At present, the EFPC's members have different attitudes towards mail-order dispensing and other indirect supply processes of medical products, because members are bound by different legislative systems and processes.

Through it, non-prescribed medicines are mostly available over the Internet for patients from the EFPC's member countries, although the service is provided on different levels in each country right now. Some countries have just started to provide online services for selling non-prescription medicines, while some others already have a fully working system which patients use daily.

The EFPC doesn't have ambitions to initiate or actively encourage the mail-order dispensing of prescription medicines nor its' extension in Europe. However, we aware that there is a high probability that the need will arise within a short time because of patients' changing shopping behavior in other fields. By that time, an implementation of the process should be led by legislators to meet patients' needs under the following principles:

- The EFPC recommends implementing the mail-order dispensing of prescription medicines after both professional and wider, public discussion.
- There are a few steps necessary to ensure the real interest of the patients, safe servicing and keep right practice expedition.

1. Rx RESERVATION

This kind of service will allow for the reservation of prescription medicines over the Internet. What we suggest is the implementation of a certification process for pharmacy operators who should be able to confirm the authenticity of each e-prescription from data storage. It should preview the name of the medication and the recommended dosage.

According to the EFPC, the operator should work only with anonymized data (without access to the personal data and medical records of the patient). Operators should not be allowed to change an e-prescription. Despite making a reservation with one operator, the patient would still be free to pick up the prescribed medication at another pharmacy.

2. Rx ONLINE

The EFPC suggest the implementation of a distance dispensing system of prescription medicines two years after Rx RESERVATION has launched. This two-year period provides sufficient time for professional discussion, legislative preparation, rules drafting and an open-minded assessment which will guarantee that the service will not be operated beyond state control.

Newly adopted rules should include conditions which guarantee that medicines purchased over the Internet will be bound to a particular pharmacist. Likewise, the implementation of the service must not impair patients' right to the correct dispensation at a minimum and compliance with the cold chain for medicines provided to the patient.

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