Value added services of pharmaceutical full-line wholesalers

Contact GIRP for discussing partnerships –
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Selected examples from GIRP's integrated member companies:
Please note that the added value services presented here are
dependent on applicable legislation in the individual countries.
Service Portfolio

Patient Services

Payer Services
Communication Services

- Handling inquiries, complaints and adverse events
- Fully trained personnel:
  - Licensed healthcare communicators: nurses or pharmacists
  - Healthcare communicators: trained healthcare personnel with clinical experience, including drug counselors, social workers, nursing students
- Multi-lingual capabilities
- Phone, interactive voice response, email, postal mail and fax
- Overflow for product launches, recalls and other short-term spikes
- Medical writing, adverse event reporting
- Outsourcing Medical Affairs for small/medium companies
Encouraging patients’ self management

- Web-based and personal
- Empowerment of chronic patients
- Improving compliance and self management
Increasing patients’ compliance

The medication box sends a report to the server when it is opened.

If the medication box is not opened on time, the server will send a reminder SMS.

Information is available to the pharmacy so that it can guide the patient directly.
Patient specific blistering

- Patient gets standard medicine box
- Patient picks and takes the prescribed tablets several times per day

Patient specific blistering
- Daily, individual dose packs / trays
- Increase compliance
- Avoid mistakes and mis-medication
SMS service

- Daily hay fever weather forecast
- 50% of patients: improvement of compliance
- Application for I-phone
- Mail service for smart phone
Home care services

- Home and community-based medical care
- Service is supported by a comprehensive quality system that includes:
  - Clinical Governance Committee
  - Medical Advisor
  - Medicines agency licenses
  - ISO 9001 accreditation
  - Professional indemnity insurance
  - Quality Management Systems

- Chronic disease management programmes including medical advice, nursing, quality management
- Service is provided by fully trained, contracted nurses
  - Administration of products in the home or in specialist infusion units
  - Patient training & education on product self-administration

Case study:
- Protocol driven service to provide healthcare at home
- Target is to reduce admission and to encourage early discharge

Results
- IVs administered in the home
- Hospital beds are saved
The concept adds value to all stakeholders for the benefit of the patient at no additional costs to the healthcare system.
Service Portfolio

Patient Services

Payer Services
# Payer Services

## State services
- National security emergency stock
- War stock
- Vaccine, mask distribution
- Blood collection/distribution
- Antibiotics distribution
- Crises management
- Waste management

## Prevention & compliance
- Reimbursement & payment related services (US)
- Travel health clinics: antimalarials, vaccination & disease prevention
- Self diagnostics: i.e. diabetes test strips
- Appointment & refill reminder calls
- Educate on disease process & side effect management

## Home care
- Chronic disease management programmes
- Quality management system
- Fully trained, contracted nurses
- Administration of products
- Patient training & education on product self-administration