



March 2020

Dear Medipost Pharmacy Customer

### **COVID-19 won't stop medicine deliveries, new precautions in place**

The Medipost Pharmacy service you have come to trust has implemented a number of precautions and has done extensive planning around the COVID-19 outbreak in South Africa. **This means that we are able to keep delivering your medicines safely as always, come rain, shine or COVID-19.**

Medicines, chronic medicines in particular, are a lifeline for many South Africans and the COVID-19 outbreak has raised pertinent questions around how social distancing measures could potentially affect individuals' access to medicines. Please be assured that our extensive pharmacy and logistics expertise offer practical precautions to allow delivery of medicines to continue safely and uninterrupted.

As South Africa's largest national courier pharmacy, we have implemented solid contingency plans and precautions so that the patients and healthcare providers we supply can continue to rely on us during the COVID-19 outbreak.

Many people who may be more vulnerable to more severe complications of COVID-19, and increasingly members of the general public, are avoiding visiting public places, including pharmacies, and are practicing self-isolation or social distancing to reduce their risks of infection. We are ready to deliver medication and health-related products, in line with strict hygiene measures to prevent contamination for the safety of all concerned.

In light of the risks of contamination associated with COVID-19, the coronavirus, we have stepped up hygiene precautions to ensure that deliveries are transported and handled with even more care than usual. As well as the meticulous hygiene precautions that are standard in the preparation and handling of medicine parcels, drivers are now equipped with sanitisers that have a minimum of 70% alcohol base.

All delivery drivers are working under instruction to meticulously sanitise their hands and any materials used in the process, before and after every delivery, and their vehicles are being regularly cleaned and disinfected. Sanitiser bottles also have to be kept with within vehicles to reduce risk of contamination, and contact with patients and their home surroundings will be limited to an absolute minimum.

In terms of medicine supplies, we are in constant contact with our extensive manufacturer and supplier data base. All have assured us that they have enough stock and foresee no difficulties, but of course we are keeping a close eye on the developing situation.



## Medipost Pharmacy

As an additional safeguard, Medipost Pharmacy makes use of in-house courier MediLogistics, which was born out of the Medipost Holdings group in 2012 to provide end-to-end control over the courier pharmacy service. While there is no requirement at present for courier services handling medicines to be registered with regulatory authorities, MediLogistics already follows the principles of Good Pharmacy Practice when delivering medicines and has implemented new precautions for COVID-19.

The Medipost Holdings Group has prepared extensively in terms of hygiene precautions and strategies for infection prevention and various scenario-based plans have been developed for introducing social distancing measures, which will be rolled out as appropriate in response to the evolving situation. These plans will ensure we are able to continue to serve your needs when you need us most.

This continuum of care ensures ongoing professional compliance with specified conditions for various types of medicines, and serves as a built-in contingency in the event of any unforeseen interruption of third-party delivery services.

For those Medipost Pharmacy patients who collect their chronic medicines from pick up points or their doctor's practice, please note that these facilities have been briefed on our requirements in light of COVID-19 and are equipped with an effective sanitiser to reduce the risk of transmission. In addition, social distancing is being practiced as far as practically possible.

Please remember that **chronic medication compliance is as crucial as ever in light of COVID-19**, and it is therefore most important to ensure we always have a valid prescription. Please check when your next repeat prescription is due, and make the necessary arrangements with your doctor so that you can send us your updated script to enable continued service.

Remember, we have made it easier than ever to order self-medications, health-related and self-care products, including ostomy and urology appliances, as well as continence care products for delivery from the privacy of your own home. Simply visit <https://shop.medipost.co.za/> and register a profile using your Medipost profile number to start using this convenient service.

We trust that the additional measures provide peace of mind for healthcare professionals and patients alike as we face this new global health challenge together. We remain ready to continue doing what we do best and are adapting our service to ensure we can make it as easy as possible to avoid standing in pharmacy queues and receive your medicines and health supplies at your convenience.

Kind regards

**Louis Scheepers**  
CEO: Medipost Pharmacy