



A Member of AfroCentric Group

Scriptpharm

25 March 2020

Dear Healthcare Provider

Scriptpharm would like to use this opportunity to assure you, as a contracted network pharmacy, of our assistance and support during the imminent national lockdown period. As healthcare and the access thereto, is deemed an essential service, Scriptpharm and contracted network pharmacies will need to work together to ensure services to members are available in an equitable and professional manner.

The effect of this unprecedented measure will be challenging for both provider and consumer alike. Scriptpharm, as a business has taken the necessary precautionary measures, to ensure that we are able to provide our normal services to all our members, as well as to you and your staff. The following measures were introduced:

- Eligible staff are set-up to work from home to ensure we are fully operational
- The necessary hygiene practices have been put in place
- Physical distancing between workstations have been created

We trust that you as a healthcare provider have implemented similar measures to ensure a safe working environment not only for your staff, but also to ensure a safe business environment for clients. We kindly request that where members are not able to visit your pharmacy during this period, to make courier or delivery services available to them, especially for elderly or high-risk patients.

During this time of uncertainty, the availability of and supply of medicine will remain of critical importance.



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Group Company Secretary: DR Mokale



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We appeal to you to take the necessary steps to ensure adequate supply of stock and responsible management thereof. At this stage, dispensing more than 1 month's medicine supply to a member in a visit is not ideal due to potential challenges in the supply and demand pharmaceutical value chain.

If there are stock supply issues, the normal out-of-stock process will apply. Please email medicinecoding@medscheme.co.za

For any Nedgroup Medical Scheme out-of-stock support, please email nedgroup@scriptpharm.co.za or call the Scriptpharm Call Centre.

We at Scriptpharm are committed to service delivery, despite the current challenging environment. For any queries or concerns please do not hesitate to contact us via the following options:

Call Centre: 011 100 7557

Fax: 0866 791 579

General Enquiries:

enquiries@scriptpharm.co.za

Website:

www.scriptpharm.co.za

For Scriptpharm contracted scheme specific enquiries:

Nedgroup: nedgroup@scriptpharm.co.za

Polmed: polmed@scriptpharm.co.za

Bonitas: bonitas@scriptpharm.co.za

Sasolmed: sasolmed@scriptpharm.co.za

Kind regards

Scriptpharm Pharmacy Management Team



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