



# **SOUTH AFRICAN PHARMACY COUNCIL**

## *Frequently Asked Questions*

### **As a patient whose medical records and chronic prescriptions were destroyed, what do I do?**

- Please visit your prescriber for a new prescription or a copy of the old prescription, should they have had it stored digitally or backed up.
- The pharmacy may be able to provide a 30-day emergency medicines supply, where they have record of a previous repeat prescription.
- Do not panic, contact your pharmacist first, if they have your prescription stored digitally they would either be able to dispense your prescription or refer you to a pharmacy that can.

### **What do I do as owner/responsible pharmacist of a pharmacy that has been looted and the pharmacy is closed?**

- Report the matter to the police with comprehensive details of the medicines stolen or destroyed
- Once matter is reported to the South African Police Service (SAPS), inform the South African Pharmacy Council (SAPC) using the provided e-mail address

### **I need to relocate to temporary premises in order to continue offering pharmaceutical services**

- Send a request for temporary relocation to the SAPC, together with evidence that such relocation is temporary and that the temporary premises complies with Good Pharmacy Practice (GPP), an approval letter will be sent that you may operate in the premises





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### **If I have a scheduled inspection, will I still be inspected?**

- The inspection will be postponed to a later date in consultation with the SAPC. Please send a query regarding the inspection together with the police report.

### **What will happen to learners now that the pharmacy is closed?**

- Inform Council of disruption in training
- The learner needs to be placed at a different pharmacy approved for training and a change of tutor application should be submitted to the SAPC.

### **Can I move the medicines to my home or any other space for storage purposes?**

- If the pharmacy has been destroyed with little stock left, stock has to be taken to the safest place, and storage of such medicines must comply with manufacturer specifications. Storage conditions should be documented and must avoid contamination, i.e anything that can compromise the quality, safety and efficacy of the medicine.
- If you wish to offer services from the place above, you will need to obtain approval from Council to operate in the temporary premises. Emergency temporary locations are permissible but there still need to be compliance with GPP.







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### **Records of patients have been stolen and thus there is Breach of confidentiality**

- Stolen records do not automatically amount to a breach of confidentiality. It is only if the information is used.

### **There are no records to show SAPC inspectors and medical aid auditors. As pharmacies are required to keep patient records for five (5) years, what do we provide in the place of the stolen records?**

- Police statement must be used to prove records were stolen. In the case that computer/digital records are available. These should be used.

### **We cannot access repeat prescriptions because documents have been stolen/destroyed**

- Contact prescriber for a copy of the prescription
- Advise patient to consult with prescriber if the prescriber has lost all records.
- The provision 30 days emergency medicines is allowed, if there was a previous prescription.

