



August 2010

Dear DBBS Member,

CLICKS DIRECT MEDICINES TO REPLACE CHRONICARE AS DESIGNATED SERVICE PROVIDER (DSP)

In Summary

- The contract with Chronicare for the provision of chronic medicines has been terminated by the Society due to poor service delivery;
- Clicks Direct Medicines will, with immediate effect, supply all DBBS members previously serviced by Chronicare with chronic medicine via courier/post;
- A **separate** member information sheet (as per the enclosed) should be completed for the member and his/her dependant(s) in receipt of chronic medication;
- A copy of the chronic medication prescription for each dependant should be attached to the relevant form and sent to Clicks Direct Medicines;
- Members should make direct contact with Clicks Direct Medicines in order facilitate a smooth transition;
- Clicks Direct Medicines should not be confused with Clicks Pharmacies and members will not be able to have their chronic medication dispensed by Clicks Pharmacies.

Background

Following the update sent to members regarding Chronicare service levels at the end of May and in July 2010, the Trustees and management of the Society wish to advise that the Society has terminated its contract with Chronicare due to poor service levels experienced. Clicks Direct Medicines has been appointed as the DSP for the provision of chronic medicines via courier/post to members with immediate effect.

Clicks Direct Medicines (CDM)

Following a thorough due diligence process and on-site visits to potential service providers within the South African market, the Trustees are pleased to advise that CDM has been appointed as the DSP for the provision of chronic medication via courier/post. Please note that CDM should not be confused with the retail "Clicks Pharmacies" as these are different entities albeit part of the same group.

Enclosed also please find a CDM brochure providing more information.

Documentation

Members are requested to check the enclosed "member information sheet(s)" and confirm that the information contained therein is accurate and up-to-date. Any changes should be clearly marked and the form signed and returned to CDM as soon as possible.

A copy of your current prescriptions (for you or your dependants) should be attached to the relevant member information form. No medication can be dispensed without a valid prescription.

Delivery Methods

On the “member information sheet,” you will be required to indicate the delivery address of your chronic medicine. This is the default address where all medicine will be delivered. Should you have access to a Clicks Pharmacy, you can indicate this as an option for the delivery and subsequent collection of your medication. This will also allow access to the pharmacist on duty if required. This may alleviate the problem of not being at the delivery address at all times and you can then collect the medicines at your convenience. CDM can deliver anywhere within the borders of South Africa, including Lesotho, Swaziland, Botswana and Namibia.

Delivery Periods

New & repeat prescriptions: Five working days.

Orders for valid submitted repeat prescriptions: Four working days.

Members are urged to ensure that their requests for repeat medicines are submitted timeously taking account of the above. The past practice of dispensing a two-month supply of medication will continue.

Cold Storage Medicines

CDM are aware of their responsibility towards patients and understands that cold chain medicine requires additional controls, packaging and a special transport environment to ensure that the quality of medicine is not compromised. They undertake to take every precaution to ensure that they meet the required standards for all fridge items by:

- Using appropriate packaging or containers;
- Regularly measuring the maximum temperature reached in controlled trials; and
- Ensuring delivery of fridge items within 48 hours of leaving CDM.

Acute medication

CDM will also supply **regular** acute medication along with chronic medication at a dispensing fee limited to 16% of the fixed price per item or a maximum fee of R16 per item. In addition members will be able to purchase their acute medication at regular Clicks Pharmacies at a dispensing fee limited to 26% of the fixed price per item or a maximum fee of R26. (This is considered competitive especially in view of new proposed higher dispensing fees).

CDM Contact Details

Website: <http://www.clicksdirectmedicines.co.za>

Telephone: 0861 444 405

E mail: clicks.directmedicines@dirmed.co.za

After hours: 083 282 5629 or 083 625 9041

Fax: 0861 444 414

Whilst it is recognised that the short notice given to members regarding the introduction of the new service provider is not ideal, the Society believes this was the most appropriate course of action to take under the present circumstances and developments that occurred in the last 48 hours, requiring immediate action from the Society. We will make every effort to manage the transition and take-on issues experienced in collaboration with CDM. The Trustees and management have full faith in CDM's ability to meet the service challenges during the transition and to meet our service requirements in providing a professional service to our members in the longer term.

We trust that we can rely on your understanding and support in dealing with any inconvenience experienced in introducing what we know will be a vastly improved service experience.

Yours sincerely

Leon Coetzee
Principal Officer