

POSITION PAPER

DIRECT TO PHARMACY – SERVICE LEVEL

1. PREAMBLE

- 1.1. Supplying the population with medicinal products is one of the most important responsibilities of pharmaceutical companies. In this respect, the main goal of pharmaceutical companies is to always make all approved medicinal products available to the population as fast as possible.
- 1.2. The marketing authorisation holder or registration holder of a medicinal product and the wholesalers shall, within the scope of their relevant responsibilities, ensure an adequate and continuous supply of medicinal products for distribution by pharmacies or others entitled to distribute in accordance with section 59 Austrian Medicinal Products Act (*Arzneimittelgesetz, AMG*), in order to make sure that the demand from patients in Austria is met (section 57a AMG).
- 1.3. With a view to ensuring such adequate and continuous supply of medicinal products, so-called DTP models are chosen as distribution models (cf. Clause 2. below). In this context, it is envisaged that, on a voluntary basis, pharmaceutical companies offer certain minimum standards as service level for product distribution via such DTP models.
- 1.4. In the interest of their member companies, Pharmig and FOPI specify these voluntary minimum standards in this position paper.

2. GENERAL INFORMATION ON DTP MODELS

- 2.1. Currently, pharmaceutical companies supply the Austrian medicinal products market via
 - a) Full-line pharmaceutical wholesalers and
 - b) Direct to Pharmacy (DTP) models.
- 2.2. In case of DTP models, a service provider (“DTP Service Provider”), chosen by a pharmaceutical company and being authorised to place medicinal products on the market, delivers medicinal products approved in Austria directly to Austrian pharmacies. The respective DTP Service Provider is chosen by the pharmaceutical company which is in a contractual relationship with said DTP Service Provider.



3. SERVICE LEVEL – MINIMUM STANDARDS

- 3.1. With regard to supplying Austrian pharmacies via DTP models and with a view to ensuring reliability of supply and patient benefit, the following minimum standards should be offered as guidelines for the service level:
- a) the pharmacy should be able to place an **order** for medicinal products with the respective DTP Service Provider from Monday to Friday until 6.15 pm or later (ordering options depend on the individual offer of the respective DTP Service Provider);
 - b) **delivery** shall be carried out by the respective DTP Service Provider at the latest on the next working day (ie Monday to Friday) after the order.

Insofar as an information on the medical urgency of a delivery is stated in the order (e.g. hospital discharge on Friday), the respective DTP Service Provider shall carry out the delivery also on a Saturday.

- 3.2. The pharmaceutical companies and the respective DTP Service Providers shall take joint measures to ensure compliance with the above minimum standards for service levels.
- 3.3. In any case, each individual pharmaceutical company may, at its own discretion, set out higher standards.
- 3.4. The aim of this position paper is to make a contribution to ensuring sustainable quality in the supply of medicinal products in Austria in accordance with legal requirements. However, the position paper is not intended to limit the sales or the competitiveness of the pharmaceutical company and/or the DTP Service Provider in any way. Thus, in particular strictly financial and/or entrepreneurial aspects (i.e. price and term of payment, etc.) do not form part of this position paper and shall be agreed bilaterally between the client and the respective DTP Service Provider.

4. DISCLAIMER

This position paper was drawn up by Pharmig and FOPI. Neither Pharmig and FOPI, their management boards, representatives or employees nor any other persons from which this position paper may be obtained, assume, neither in an explicit nor implied manner, any liability for the accuracy, completeness or up-to-dateness of the information contained herein. Therefore, neither Pharmig and FOPI, their management boards, representatives or employees nor any other persons assume any liability for any direct or indirect damages whatsoever that may result from using this position paper or its content.