

SINGAPORE STANDARD

**Guidelines for the supply and delivery of
medication**

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Guardian Pharmacy Pte Ltd

Health Sciences Authority

Infocomm Media Development Authority

Ministry of Health

National Healthcare Group

Pharmaceutical Society of Singapore

Singapore Health Services Private Limited

Singapore Post Limited

ST Healthcare Pte Ltd

Tan Tock Seng Hospital

Watson's Personal Care Stores Pte Ltd

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Foreword

This Singapore Standard was prepared by the Working Group on Supply and Delivery of Medication set up by the Technical Committee on Quality Management Systems under the purview of the Biomedical and Health Standards Committee.

This standard sets out the basic framework for the implementation of medication delivery by licensed premises/services in Singapore to ensure the proper storage, security, traceability and safety of medication during the delivery process and compliance with legal and professional requirements.

It is intended to replace the Guidelines for Supply and Delivery of Medication to Customers (September 2016) by Pharmaceutical Society of Singapore.

The following documents were referenced in the drafting of the standard:

- Clinical Medication Review. A Practice Guide. February 2013, National Health Service Cumbria
- Code of Ethics, May 2015, Singapore Pharmacy Council
- Dental Registration Act 2009
- Good Pharmacy Practice Guide 2018, Pharmaceutical Society of Singapore
- Guidance Notes on Good Distribution Practice, August 2015, Health Sciences Authority
- Guideline for Supply & Delivery of Medications to Customers, September 2016, Pharmaceutical Society of Singapore
- Health Products Act 2008 (Revised Edition)
- Health Products Act (Therapeutic Products) Regulations 2016
- Health Products Act (Licensing of Retail Pharmacies) Regulations 2016
- Medical Registration Act 2014
- Misuse of Drugs Act 2008 (Revised Edition)
- National Guidelines for Retention Periods of Medical Records 2015, Ministry of Health
- List of Antineoplastic and Other Hazardous Drugs in Healthcare Settings 2016, National Institute for Occupational Safety and Health
- Pharmacists Registration Act 2008 (Revised Edition)
- Pharmacists Registration (Practising Certificate) Regulations 2008
- Private Hospitals & Medical Clinics Act 1999 (Revised Edition)
- Private Hospitals & Medical Clinics Regulations 2002 (Revised Edition)
- Personal Data Protection Act 2012

Acknowledgement is made for the use of information from the above publications.

Attention is drawn to the possibility that some of the elements of this Singapore Standard may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions.*
2. *An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR.*
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Guidelines for the supply and delivery of medication

0 Introduction

This Singapore Standard provides guidance for licensed premises/services to supply and deliver medication.

Medication supply with delivery services will encompass a review of the prescription order, dispensing and delivery of medication to patients, and the provision of information to the customer on how to use their medication safely, including management of potential side-effects, potential medication interactions, and when to seek medical attention, if required.

1 Scope

This standard applies to the supply and delivery of medication regulated under the Private Hospitals & Medical Clinics Act (PHMCA), the Health Products Act 2008 (HPA) and their subsidiary legislation and future acts and regulations, if they cover the supply and delivery of medication in Singapore.

Destinations of delivery may include the following:

- a) Directly to the customer at their preferred location;
- b) To a collection point (e.g. locker boxes, licensed retail pharmacies and medical clinics); and
- c) To an institution, such as intermediate and long-term care facilities like day-care centres, nursing homes, etc., where medication will be administered to the patient.

The destinations described above are not exhaustive and may change subject to advancement in technology and new healthcare service models.

This standard does not apply to the supply and delivery of controlled drugs, medication supplied through signed orders, supply of medicines by export to a party outside Singapore and medication prescribed by a veterinarian, which are governed and guided under existing statutory regulations and practice guidelines respectively.

2 Normative references

There are no normative references in this standard.