

The Tigas Alliance Dispensing Policy

Introduction

1. The objective of our key services is to democratise medications and pharmacy services by
 - Providing convenience for all *repeat medication* which are medication for the treatment and management of long term illness. The types of long term illness are
 - Hypertension
 - Diabetes
 - High Cholesterol
 - Heart Diseases
 - Gout
 - Asthma
 - According continuity for repeat medication monitoring and access
 - Support increasing patients' compliance with regards to prescribed medications
 - Working to promote better outcomes
2. We are dedicated to offering healthcare that is both convenient and affordable, with a strong focus on correctly administering medications and ensuring patient safety.
3. Our policy is designed in accordance with the guidance of Bureau of Pharmaceutical Control Malaysia. By incorporating principles of good governance, we demonstrate our commitment to our company's mission and ethical practices in delivering healthcare services.

Commitment

4. We consistently uphold best dispensing practices, ensuring that our partner pharmacists have the opportunity to educate patients on proper medication usage as needed, provide support to patients with multiple medication regimens, and maintain confidential digital records of patient consultations.
5. **We do not provide abuse-class medications or medications requiring a cold supply chain, those necessitating administration by a healthcare professional (e.g., IM/IV/SC/Depot injections), nor those that are either unregistered or prohibited in the country.**

Dispensing Practice

6. To ensure continuity of long term chronic disease treatment, it is the responsibility of the patient to go for regular doctor follow up and submit replenishment requests 2 weeks prior to the medication depletion date.
7. All medications requiring dispensing must be accompanied by a valid prescription from a Malaysian registered medical practitioner. A valid prescription must consist of:
 - Prescriber's name, address and signature
 - Patient's name and address
 - Medicine name, dose, frequency and duration; and
 - Prescription date

8. Prescriptions remain valid if it is within 6 months (up to 3 times endorsed on the prescription) from the date of issuance and have balance medication for collection.
9. All medication are dispensed in accordance to the 5R Rule:
 - Right Patient
 - Right Medication
 - Right Dose
 - Right Route of Administration
 - Right Time of Administration
10. Tigas Alliance is unable to accept returns of any dispensed medication due to safety and quality regulations as well as potential medication spoilage.

Partner Pharmacy Approval

11. The medications dispensed by our partnered independent pharmacies are managed by pharmacists with registered Type A Poison Licenses. These licenses enable them to lawfully import, store, and dispense medications as outlined in the Laws of Malaysia Poison Act 1952 Regulation 26.
12. All partner pharmacists have the authority to decline a patient's request if they believe it is in the best interest of the patient. Tigas Alliance reserves the right to refuse any medication or prescription provided by a patient to protect them from potential adverse effects.

References

1. *Ministry of Health, M. (2009). Framework for Good Governance.*
2. *Guide to Good Dispensing Practice 2016*
3. *Poisons Act 1952 (Revised 1989)*
4. *Poisons Amendment Act 2022*