



**Global Health**  
Supply Chain Summit

[ABSTRACT: 103]

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LAGOS, NIGERIA ~ NOVEMBER 12-15

2024

VALUE CHAIN INNOVATIONS FOR UNIVERSAL HEALTH COVERAGE



## **Public Private Partnerships: A UHC system dispensing ten million medicine parcels per year for public sector patients – the private side...**

Merlin Pillay

Doreen Nchabeleng

Lutendo Mulabisana

Phil Roberts

Nishana Ramdas

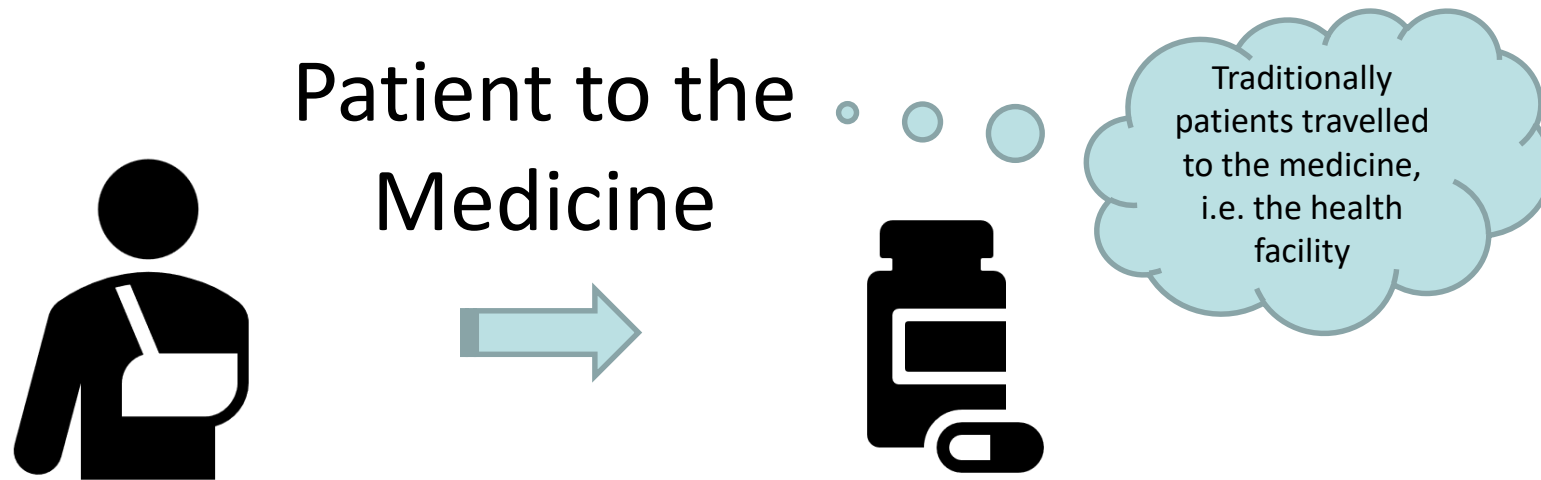
Maggie Munsamy



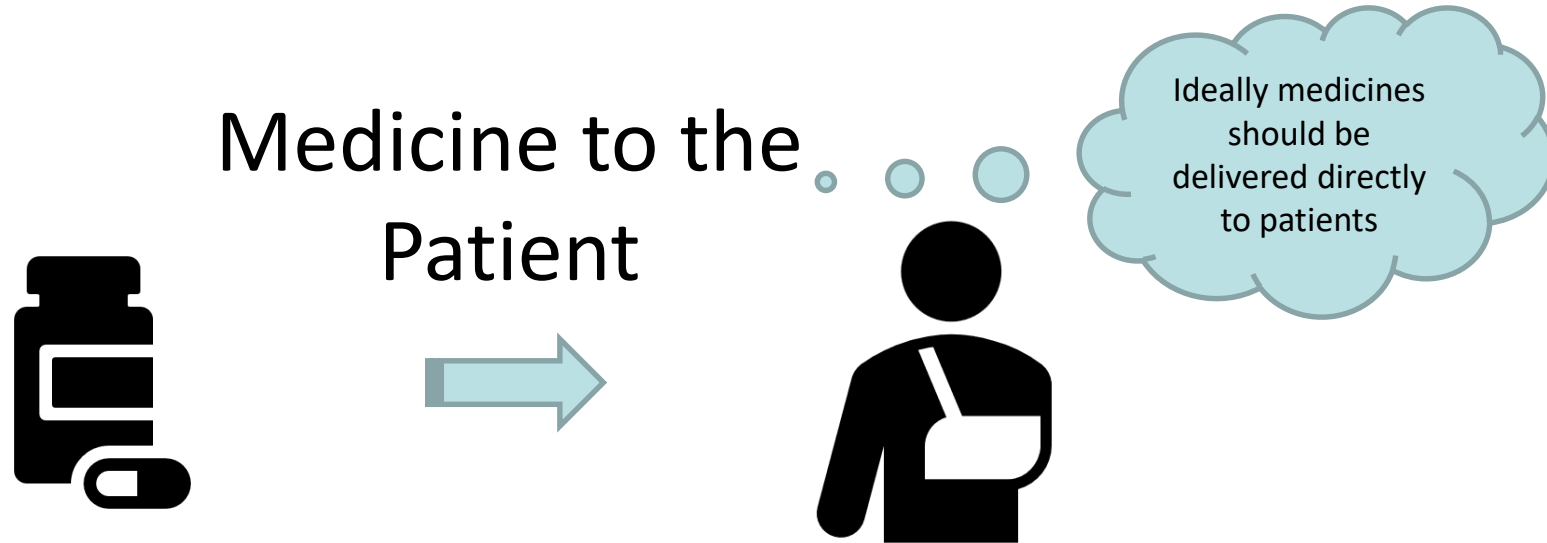




# TRADITIONAL MODEL OF MEDICINE PROVISION



# IDEAL MODEL OF MEDICINE PROVISION



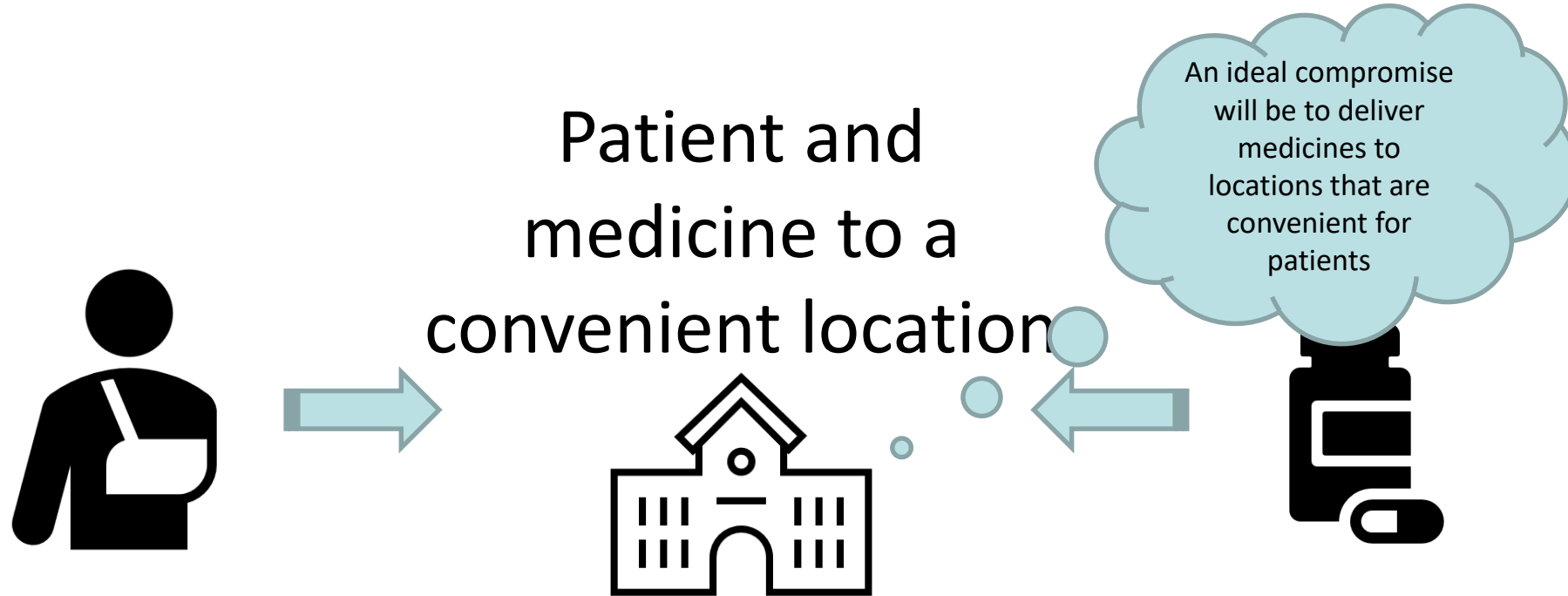


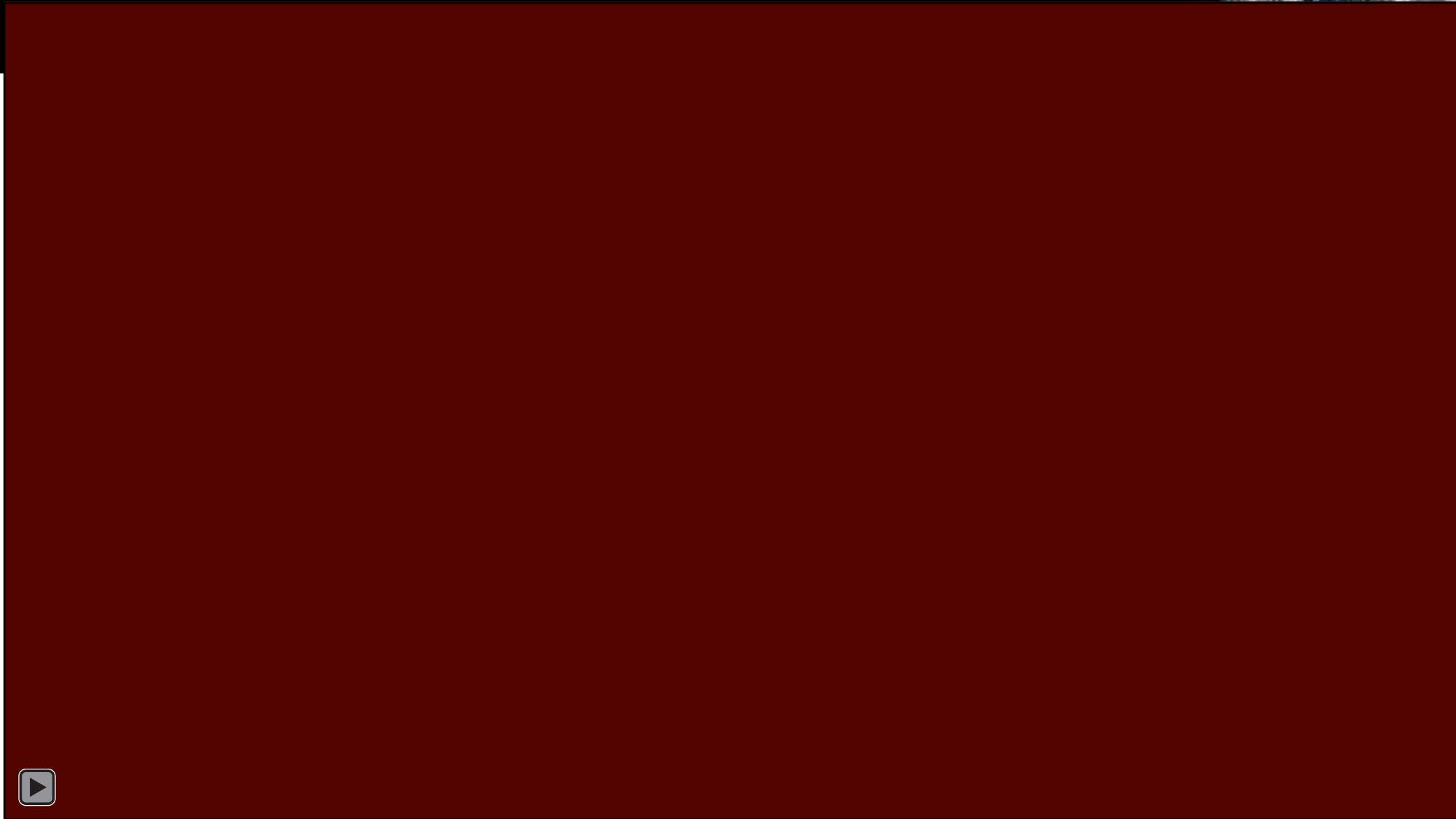






# IDEAL COMPROMISE MODEL OF MEDICINE PROVISION





# CCMDD benefits and objectives



- Improved **access** to chronic medicines;
- Improved **quality** of care and service delivery;
- Improved **patient experience** collecting chronic medication;
- Improved treatment **adherence**;
- Improved **supply chain** processes;
- Improved availability of reliable **data** to inform decision-making at *facilities, service providers, pick-up points*



- Decreased **stigma** for HIV patients;
- Reduced **workload** for public health facilities and healthcare workers;
- Reduced patient **waiting times** and better time management;
- **Decongestion** of health facilities through the use of alternative pick-up points.



# CCMDD Patient Experience Benefits



## Non-CCMDD Visit

### Visits per year

- Facility 6\*
- PuP 0



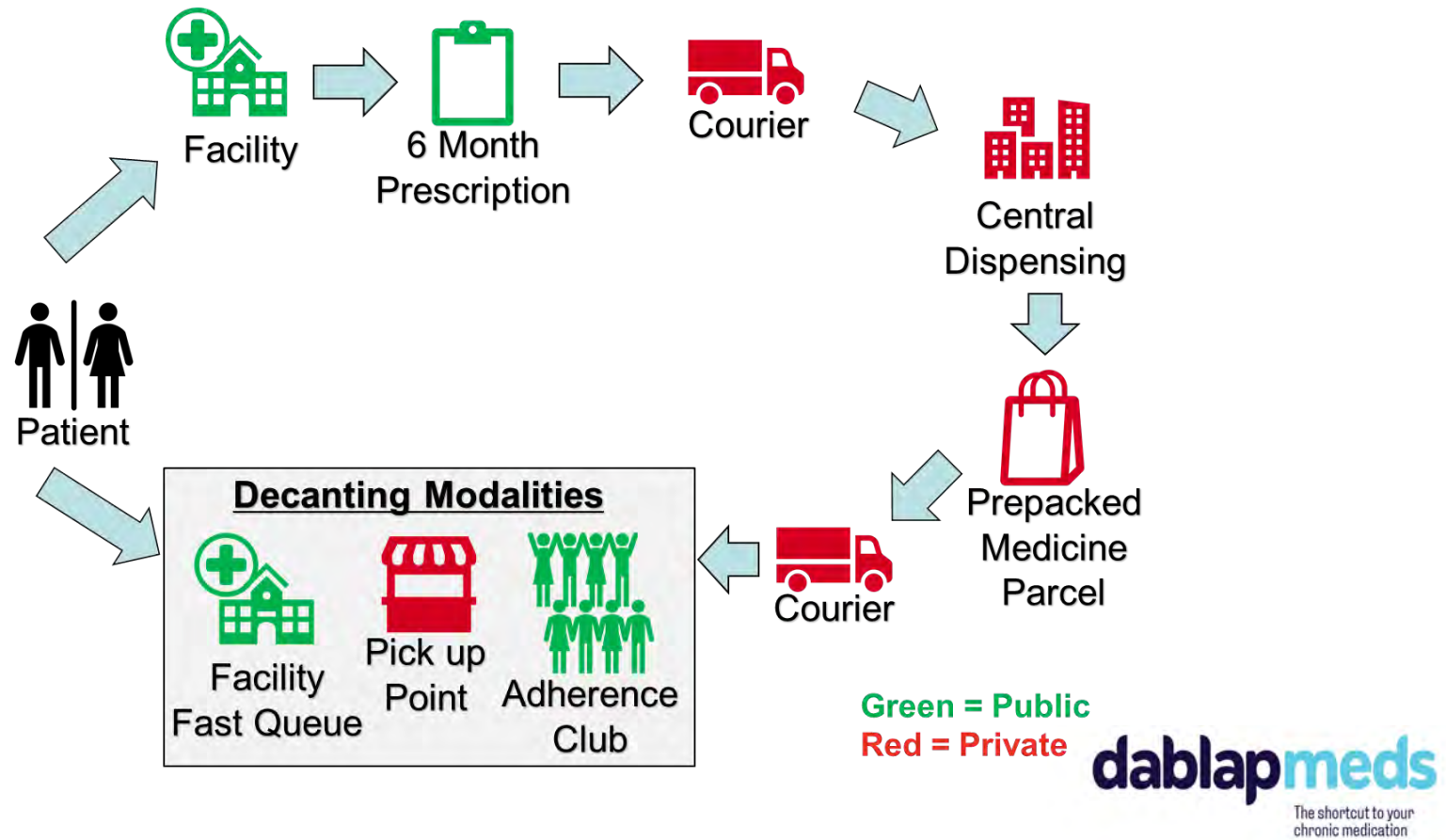
## CCMDD Visit

### Visits per year

- Facility 2
- PuP 4\*\*



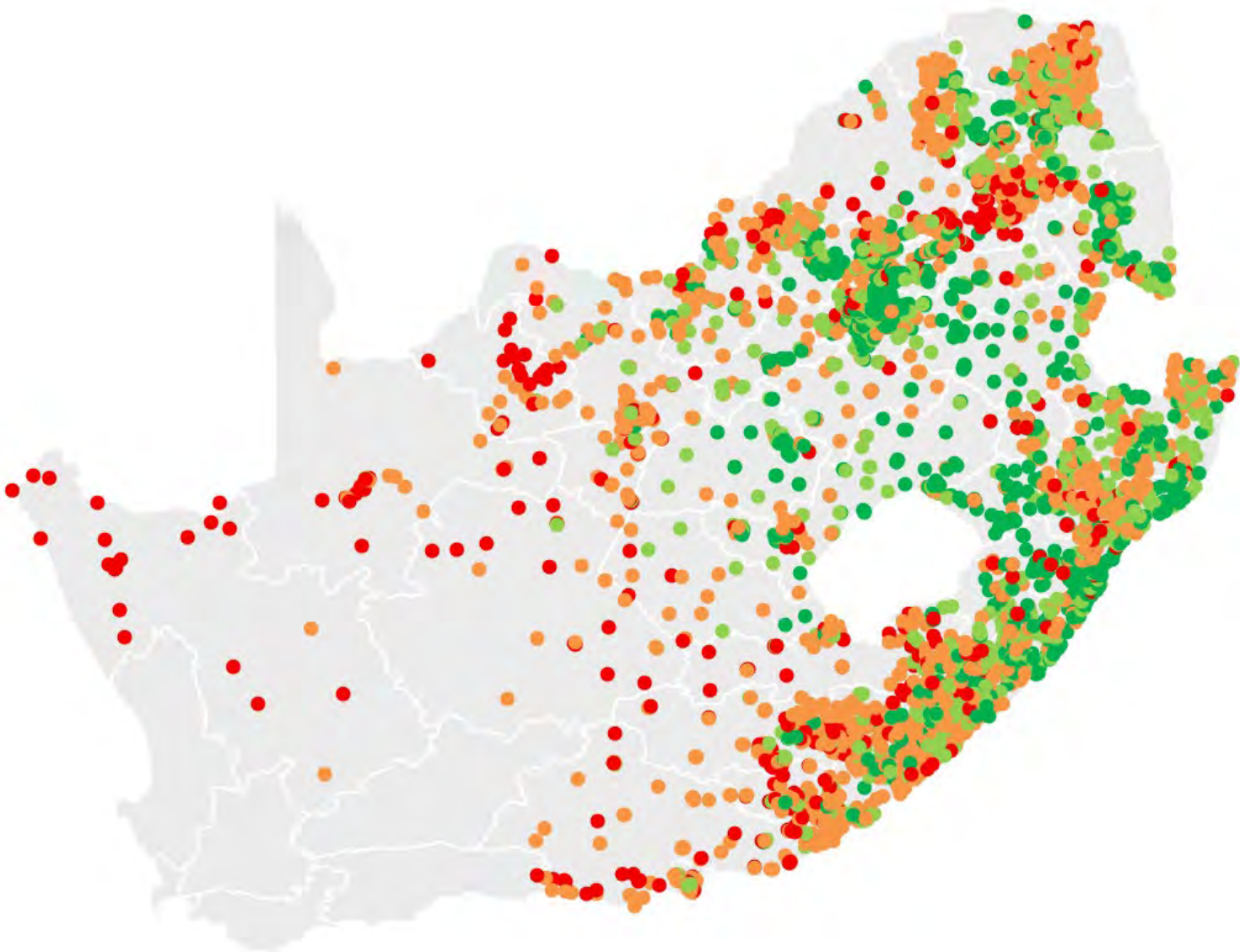
# CCMDD High level process



# 3,35 M ACTIVE PATIENTS. Grown by 300k in the last 12 months – 10% growth



Legend	
CCMDD Facilities	
Active Patients	
00 to 100	
100 to 500	
500 to 1 000	
> 1 000	



# CCMDD in numbers since inception



**1** PROGRAM

**8** PROVINCES

**46** DISTRICTS

**100** CONDITIONS



**3 000** PICK UP POINTS



**3 600** FACILITIES PARTICIPATING



**3 500 000** PATIENTS BENEFITTING

**55 000**

AUTHORISED PRESCRIBERS

**20 000 000**

PRESCRIPTIONS EVALUATED



**54 000 000**

PATIENT MEDICINE  
PARCELS DELIVERED



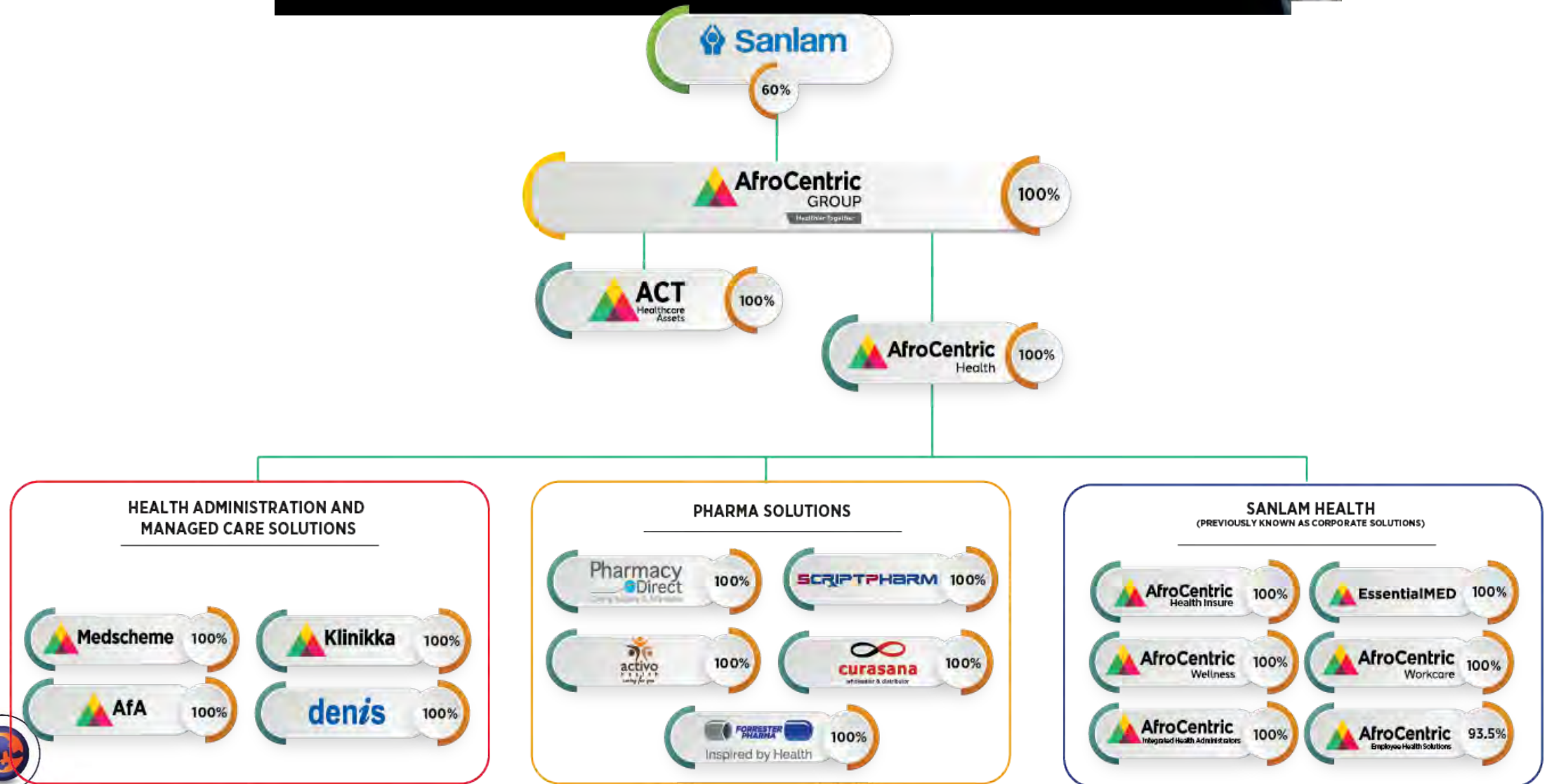


**SD Nchabeleng**  
**RP\_Pharmacy Direct-CCMDD**

**Global Health Supply Chain Summit**  
**November 2024**



# WHO IS PHARMACY DIRECT



# PHARMACY DIRECT – Medical Aid Patients



## WHAT WE DO

Pharmacy Direct creates a community for patients, their families and their care givers To easily manage their chronic conditions, feeling supported, loved and cared for throughout their health journey

### SPECIALISED MEDICATION



#### Specialty Medication

We offer a variety of medications and devices that are only available through a specialty pharmacy and require special storage and/or handling

9 000

Scripts processed daily

180 000

Prescriptions a month

### PERSONALISED & COORDINATED CARE



#### Multiple channels of care

Whatsapp | Phone | Email | Web

31 Pharmacists

Providing personalized care and support

#### Personalised Reminders

Sent to patients to renew due scripts

#### Enable Medication Adherence

Automated 28-day delivery cycles with direct deliveries to a patient's address of choice(home, work, or holiday home)

#### Seamless Process

Seamless integration with medical schemes to authorise claims and easy-to-use options for co-payment

### AFFORDABLE & ACCURATE MEDICATION



28%

Dispensing Fee

R0

Delivery Fee on chronic Medication

R0

Administration Fee

R0

Delivery Fee on webstore orders with chronic medication

#### Care

Thoughtful packaging to make the patient/member feel cared for and supported

### DELIVERY OF MEDICATION



24 to 48H

Prescription processing

99.9%

On time delivery service record

#### Multiple

Delivery options

9

Delivery to all nine provinces

154

Patients in high-risk areas that are delivered medication every month on time

6132

Patients in rural areas that are delivered medication every month on time

# PHARMACY DIRECT - CCMDD UNIT – State Patients



Field Operations Unit	72	District Coordinators & Area Agents	Responsible for collecting Manual prescriptions and managing Pharmacy Direct Contracted Pick-up Points
Clinical Team & Dispensary Unit	252	Pharmacists & Pharmacist Assistants	Prescription evaluation, capturing and Patient Counselling. Picking medication and quality checks
Workflow Unit	79	Pharmacy Operators	Printing Prescriptions, collate prescriptions, Pharmacy runners and Packaging Consignments
Supply chain Unit	57	Pharmacists & Stock Operators	Stock procurement and receive stock, replenish dispensary shelves
Dispatch Unit	46	Drivers and Dispatch Operators	Parcel sorting and dispatch to DSV and PD self-drive for distributions
Call Centre	25	Call centre & Provincial support managers	Manage daily inbound and outbound calls. Provincial support i.e., data capture, QA, Billing, managing delivery POD and uncollected PMP upliftment
IT & HR	19	Support services	IT, monitor import of e-scripts and communication back to facilities and patients (SMSs)



# PHARMACY DIRECT - CCMDD IMPLEMENTATION HISTORY

## 2016-2017

- Extended to 46 districts
- Subcontracted Limpopo from Opti-pharm
- **> 2 million patients registered**

## 2022

- New contracts for 4 years
- 2 largest provinces *KwaZulu-Natal, Gauteng*
- Other provinces – *Limpopo, Northwest & Northern Cape*
- External PUPs appointed - 246 contracted and 62 Bicycle model
- **> 4 Million registered patients**
- Distributing an average of 600k parcels per month

## 2014

- Started in February 2014
- 10 NHI districts only
- 4 Provinces - *Gauteng, Eastern Cape, Free State Mpumalanga, Northern Cape*
- Started with ARVs
- Extended to NCDs 2016

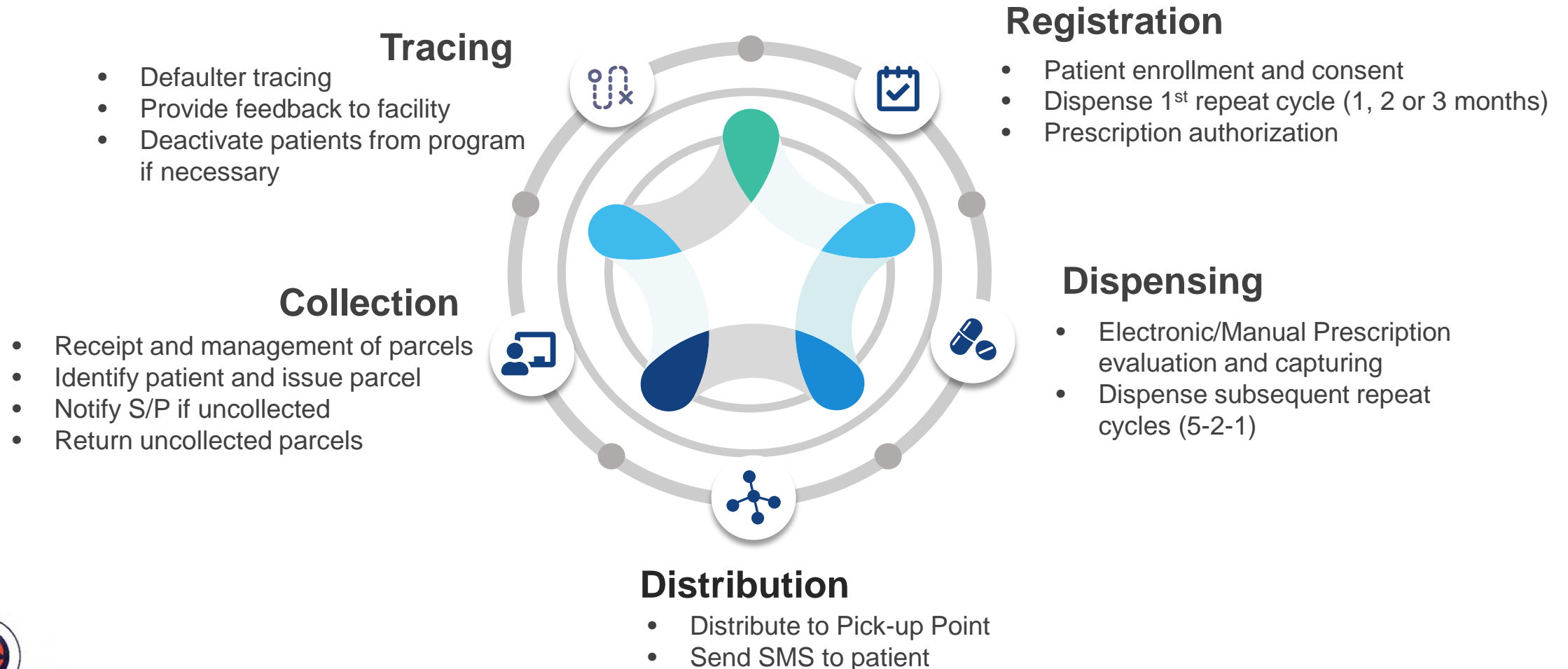
## 2018

- New contracts for 3 years extended for 18 months
- 4 Provinces – *KZN, Limpopo, Mpumalanga, Northern Cape*
- External Pick-Up Points (PUPs) appointed according need (current and new)
- **> 3 million registered patients**

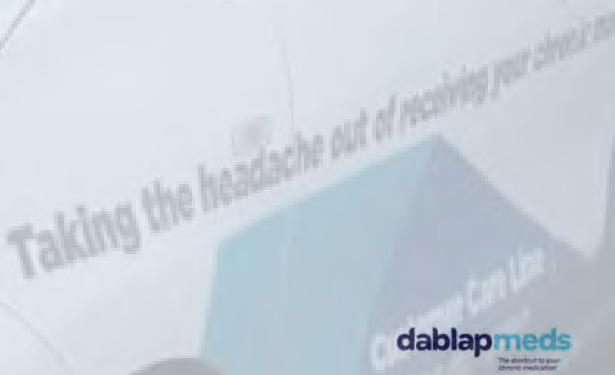
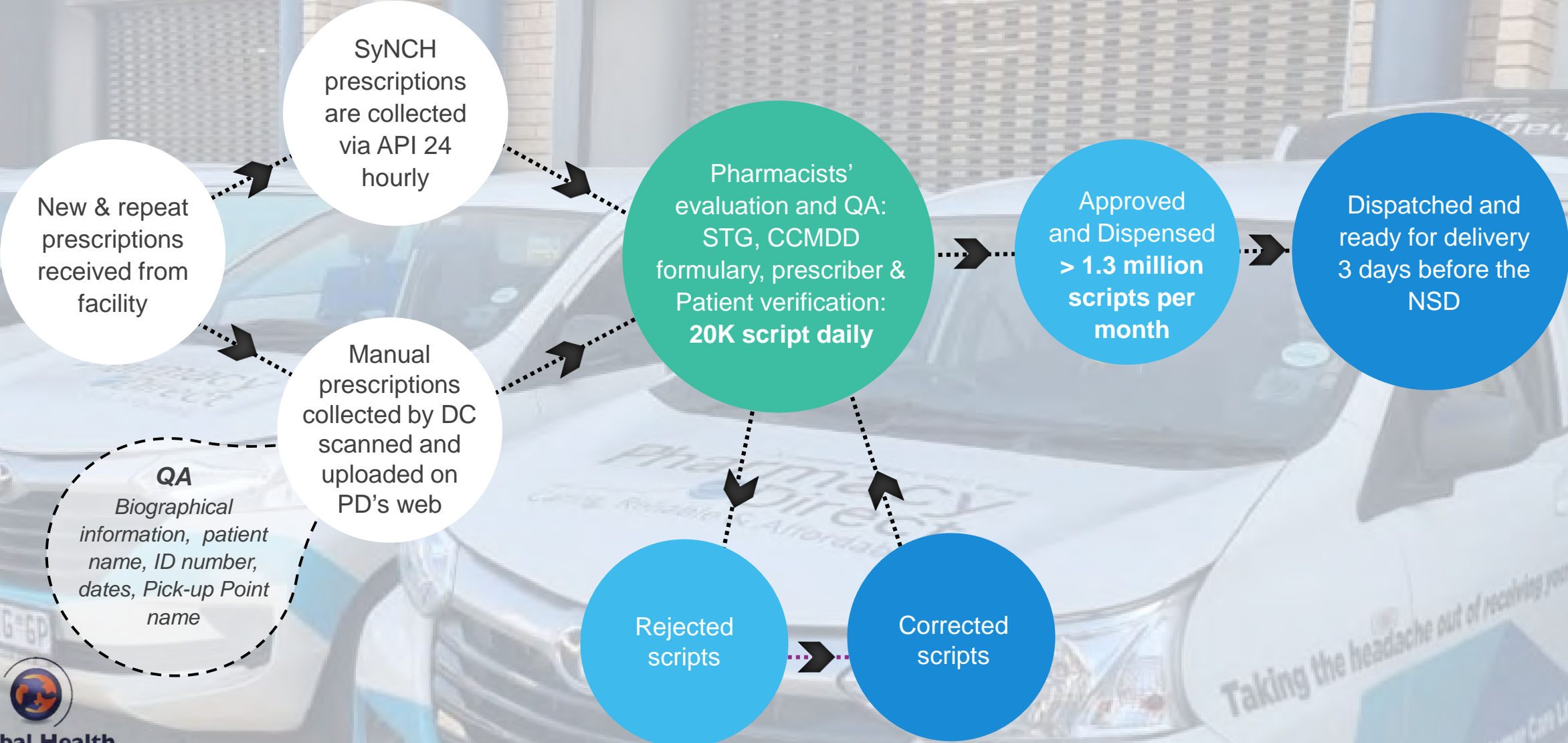


## Pharmacy Direct Virtual Tour





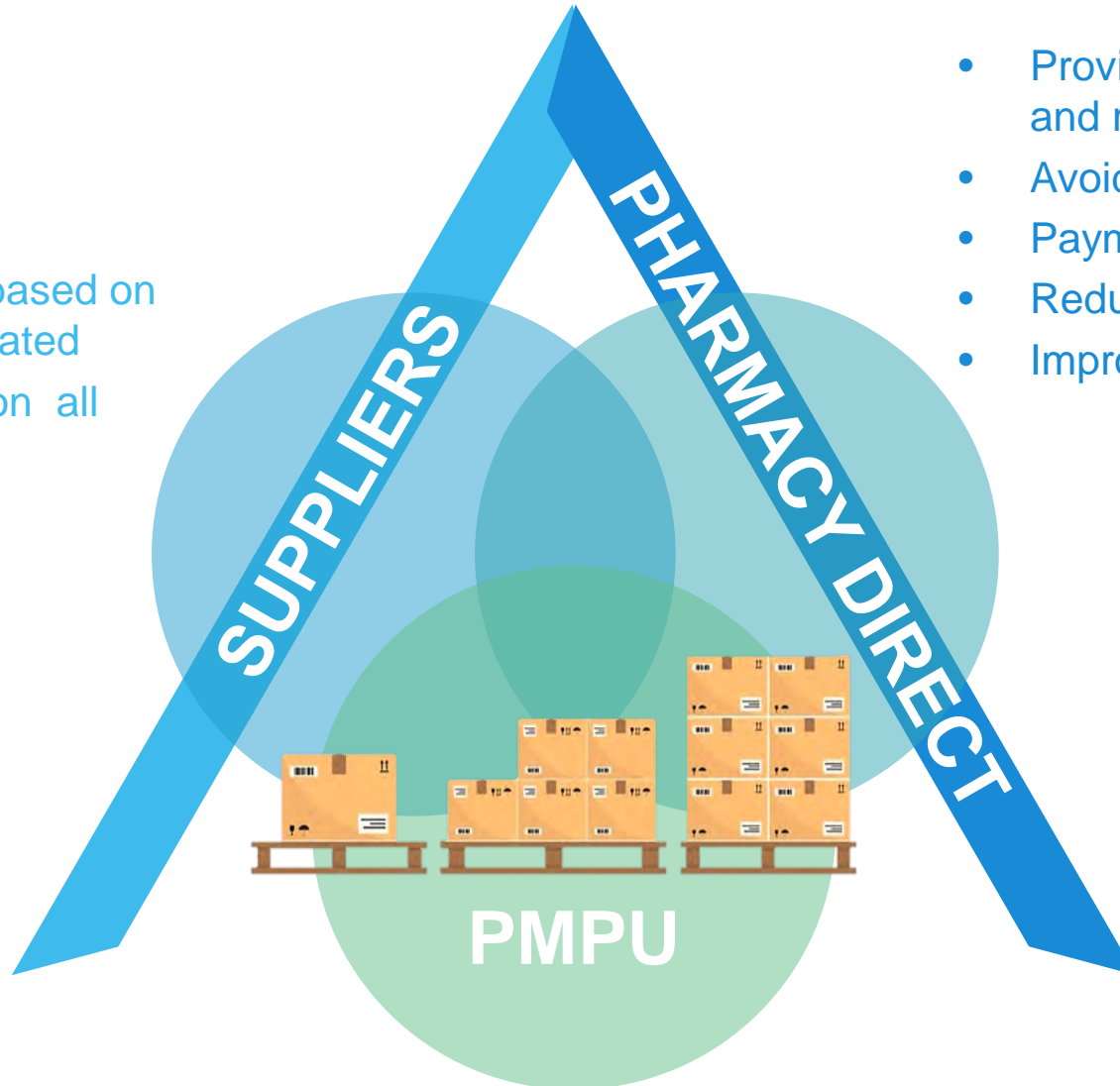
# PHARMACY DIRECT CCMDD – PRESCRIPTION PROCESS FLOW





# PHARMACY DIRECT - CCMDD SUPPLY CHAIN

- Provide medicine based on order amount allocated
- Provide feedback on all supply constraints



- Provide accurate management information and reports
- Avoid shortage of stock
- Payment pack processing
- Reduce / eliminate expiry
- Improve quality of patient care

- Process orders sent by service provider
- Split orders according to tender split
- Send orders to suppliers
- Process payments
- Assistance with supply constraints



# PHARMACY DIRECT - CCMDD: DECANTING MODALITIES



**246 External Pick-up Point contracted by Pharmacy Direct, across all provinces**

**Home Delivery Model in Kwa-Zulu Natal and Mpumalanga Provinces**

The shortcut to your chronic medication

**dablapmeds**

The shortcut to your chronic medication

In recognising PD-CCMDD's contribution to **access to universal health care**, PD-CCMDD won the Titanium award for Access services in health care in 2024 at the BHF Conference.

# Medipost Holdings

## Company Profile

Lutendo Mulabisana  
RP-Medipost Pharmacy

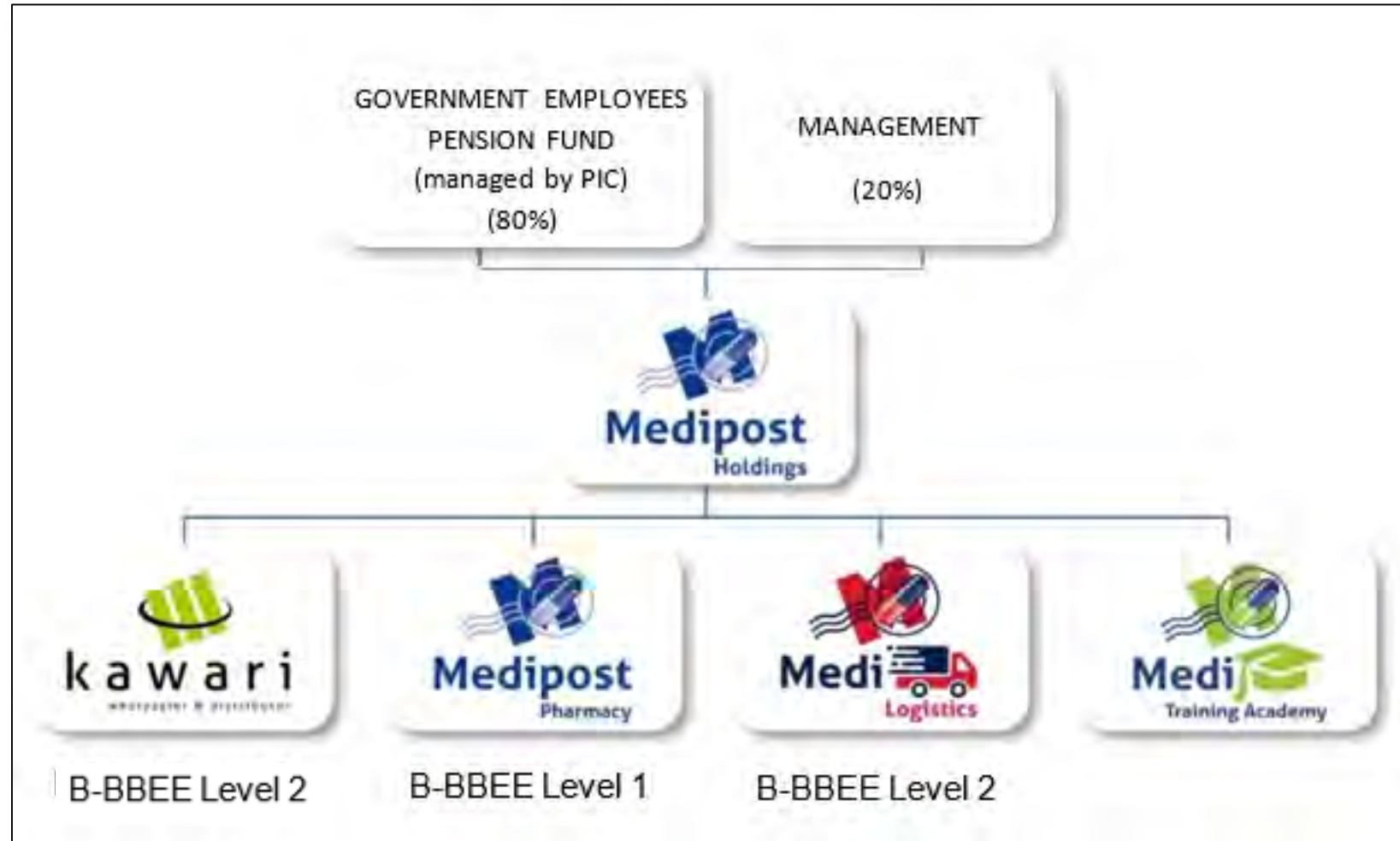


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Supply Chain Summit



**Medipost**  
Holdings

# Shareholding and B-BBEE status





Established 1991

First courier pharmacy in South Africa  
Locations in Gauteng and Western Cape

Private and Public Sector Clients

Established 2012

Extensive footprint with hub locations nationwide

250 vehicles  
685 000 parcels p/m  
2 500 collection points

Established 2009

Pharmacist's Assistant Training

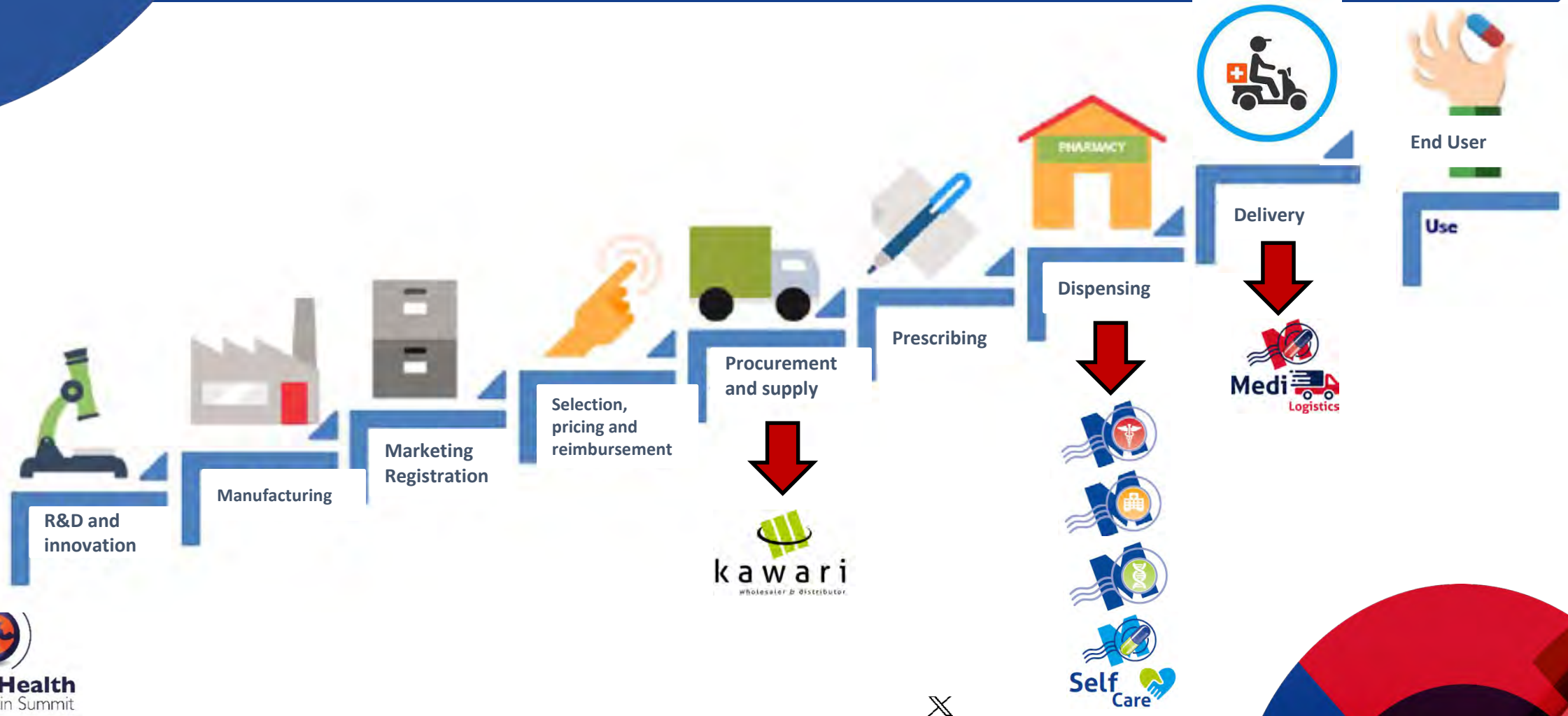
Disabled Learnerships,  
Courses aligned with development pathways

Established 2004

SAHPRA Wholesaler & Distributor  
Locations in Gauteng and Western Cape

Medicines (ISO 9001:2015)  
and Medical Devices (ISO 13485:2016)

# Value links where Medipost operates in the Pharmaceutical Value Chain





**Medipost**  
Pharmacy





# Medipost Pharmacy Overview

Core service offering of Medipost Holdings

Founded in 1991 as first national courier pharmacy

Dispensing more than 1.1 million scripts and 3.9 million items per month

Trusted partner to medical schemes, Department of Health, employer groups, private and public patients

Free delivery to any address including convenient collection points

Seamless take-on of large projects

Provision of chronic, HIV, oncology, and special medication

Ability to build in Scheme or DoH-specific rules into Dispensing System

State-of-the-art contact centre with agents available in all 11 official languages

Digital channels available for comms / transactions: SMS, Medipost app, email

Nearly 90% of Medipost Pharmacy staff registered with SAPC

B-BBEE Level 1 contributor with 80% black ownership

A yearly average of R2.8 billion in medicine and consumables delivered to healthcare consumers per annum





# Public Sector





# Medipost Pharmacy Public Sector Business

## Clients:

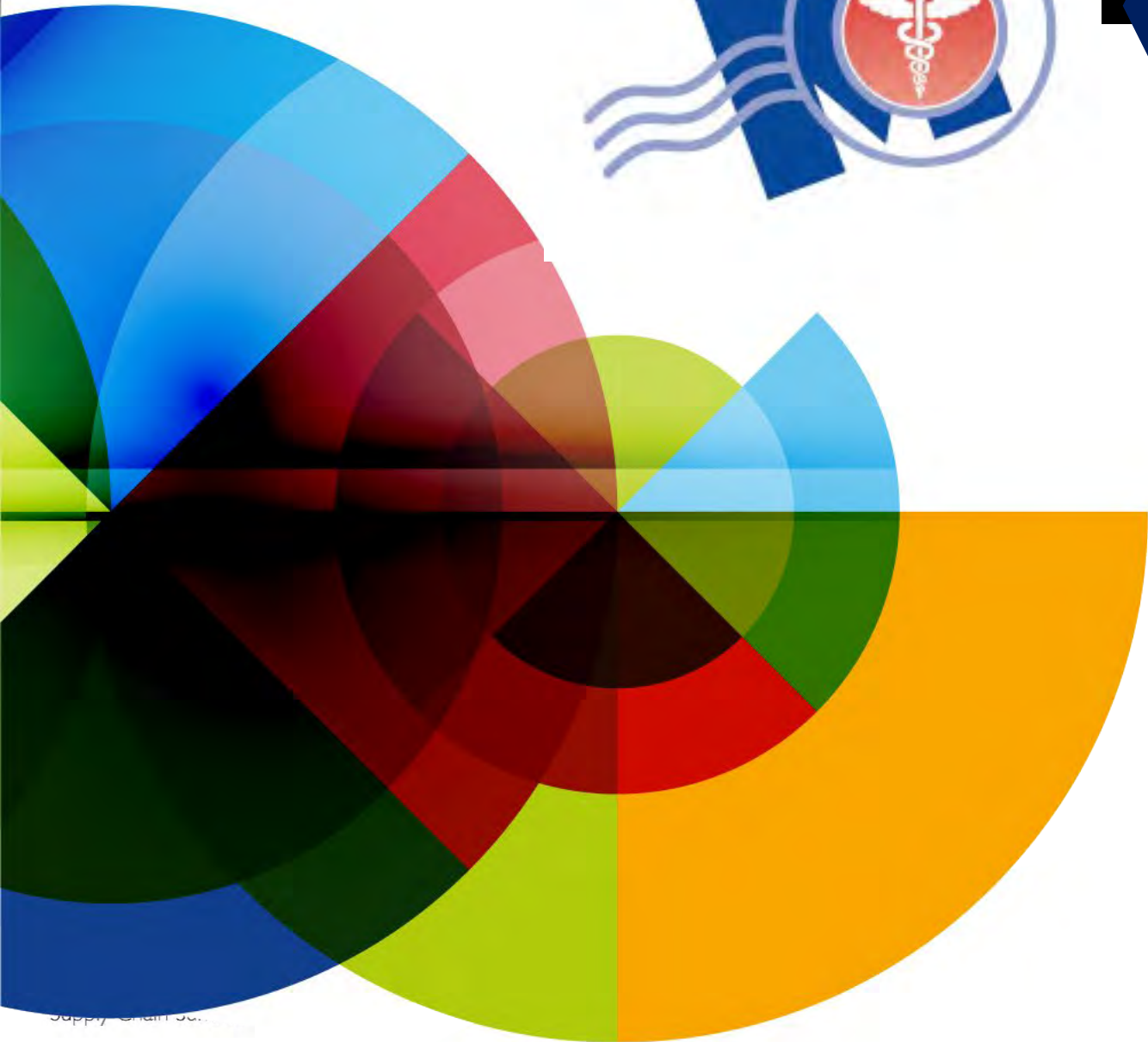
- **Western Cape Chronic Dispensing Unit** (2018 to present)
- Initial dispensing commenced with 126 000 prescriptions and scaled up to the current dispensing of 525 000 prescriptions per month (average)
- Complex Automated Dispensing Unit (ADU) which streamlines deliveries per facility and patient collection date

## Clients:

- **National Department of Health** Dablapmeds programme (October 2022 to present) for:
  - Eastern Cape
  - Free State
  - Mpumalanga



# Private Sector Business





# Medipost Pharmacy Private Sector Business

## Clients:

- Private patients including members of all SA medical schemes with Bestmed and Medihelp serviced since 1991
- Employer groups
- Mining groups
- Courier Pharmacy Joint DSP for Government Employees Medical Scheme (GEMS) since 2007
- Netcare Oncology – Milpark and Pinehaven

- Proven track record in courier pharmacy environment
- Script Adherence Programme
- Specialised departments:
  - HIV
  - Oncology/Section 21
  - Special medication
- Retail pharmacy in Gezina
- Online shop and Medipost App for prescription and SelfCare items

# Specialised Departments

## HIV / ART

- Over 120 000 HIV prescriptions dispensed per month
- HIV medication management dedicated team
- Knowledgeable staff up-to-date with latest regimens
- Professional staff with personal relationships with Managed Care Organisation staff
- Specialised counselling and medication advice

## ONCOLOGY

- 12 500 Oncology prescriptions dispensed per month
- Dedicated department working exclusively with oncology medication
- Assistance with authorisations extends scheme benefits
- Cytotoxic and cold chain delivery protocols ensure medicines arrive safely and intact
- Free delivery to Dr's rooms and/or patient home
- Oncology consultant to liaise with clients and Dr's rooms

## SPECIAL MEDICATION

- Dedicated department of professional staff offering personalised assistance
- Dedicated Key Accounts Manager to liaise with Dr's rooms
- Various types of therapies offered:
  - Blood products
  - Appliances and consumables
  - Multiple sclerosis
  - Rheumatoid arthritis
  - Transplant medication
  - Biologics
  - Diabetes
  - Osteoporosis
  - Others





kawari

wholesaler & distributor





# Kawari Wholesalers

## Clients:

- Pharmaceutical Manufacturers and Suppliers
- Cape Medical Depot (Western Cape Government Health)
- NDoH COVID-19 vaccine distribution (2021 -2022)
- Large chain pharmacies and individual retail pharmacies
- Hospital groups
- Corporate wellness clinics
- Dispensing doctors and nurses

## Experience:

- The procurement of medicine & medical devices
- Secure warehousing and distribution of medicine & medical devices
- Cold Chain storage and stock management, including ultra-low storage conditions
- Inventory Management
- Expiry date management
- Batch tracking
- Capacity for large volumes







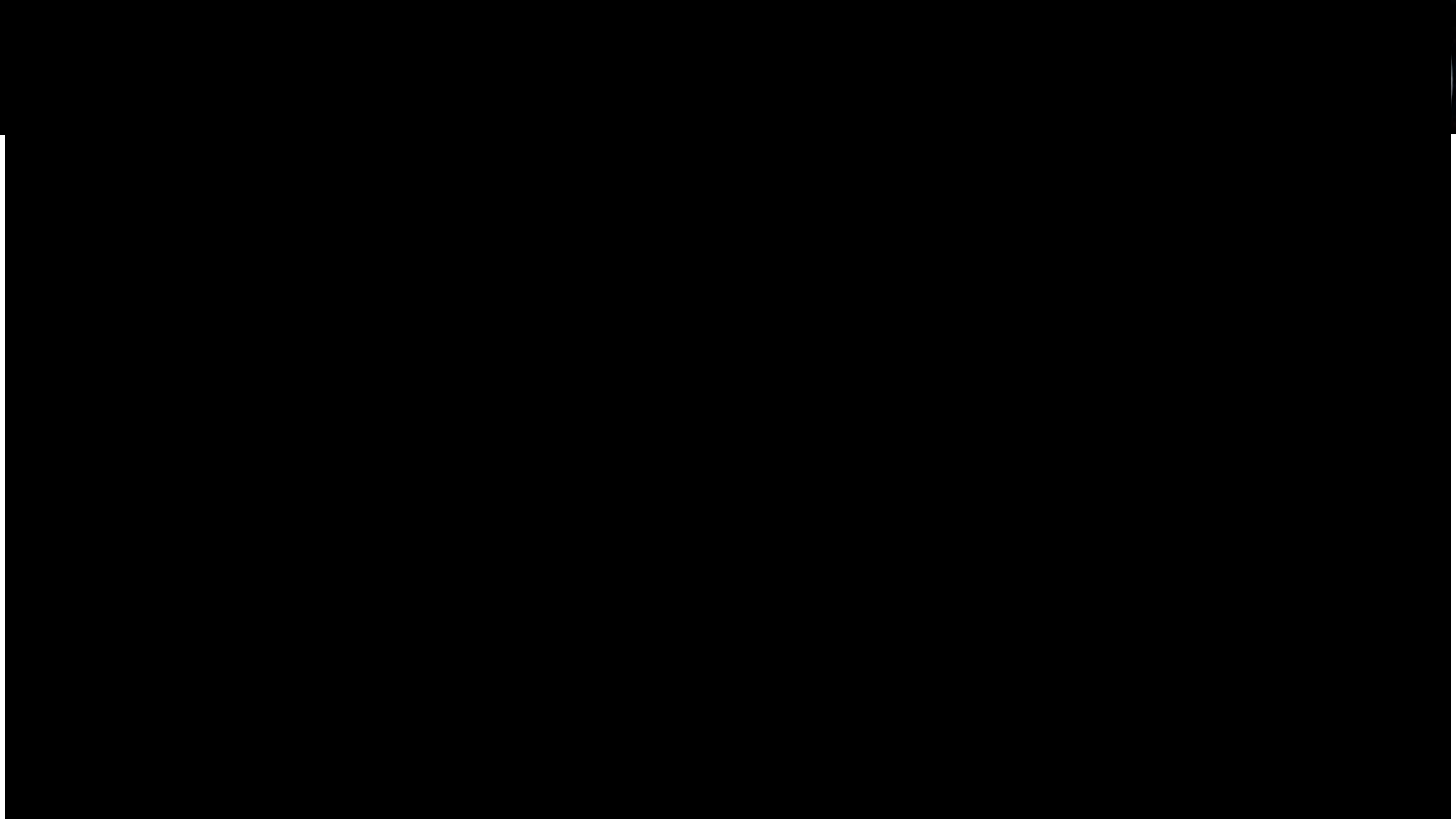
# MediLogistics

## Clients:

- Medipost Pharmacy
- Kawari Wholesalers
- Mining Groups
- Dr's Network Collection Points
- Medical Suppliers
- NDoH CCMDM Pick-Up Points
- Delivering to >5000 unique locations

## Experience:

- GPP compliant deliveries
- Maintain ambient and cold chain conditions for pharmaceuticals and medical devices
- Fleet and hub management
- Contactless deliveries
- Collection Point management and GPP compliance
- DoH Pick-up Point facilities
- Vehicle security/live tracking



# Thank you!



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# Thank you to our 2024 Sponsors!



## PLATINUM



**Chemonics**  
Development works here.



**Logenix**  
International



## GOLD



**sanofi**



**World Health  
Organization**

## SILVER



## BRONZE



## CONTRIBUTORS

**BIXAL**



**PANAGORAGROUP**



**LIBRA CIRCLE**  
*... a procurement and logistics company*