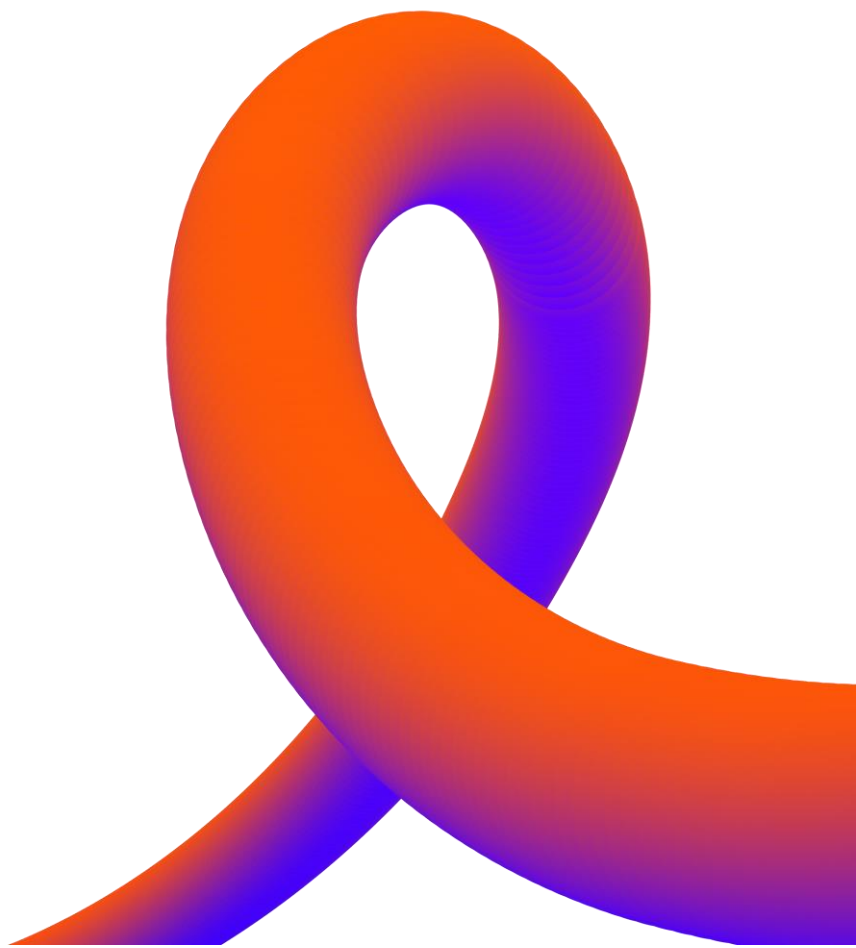


Medicine deliveries to patients

from the hospital's
pharmaceutical service.



During the COVID-19 health crisis, Logista Pharma developed a service for delivering medicines from the Hospital Pharmaceutical Service directly to patients at their homes.

Thanks to Logista Pharma's extensive experience in distributing medicines to hospitals, this service has been designed to strictly comply with all the requirements necessary to ensure that the medicine arrives at patients' homes in perfect condition.

Service characteristics

- 1) Compliance with Good Distribution Practices (GDPs) for pharmaceutical products:
 - a. Temperature monitoring, tracking and control.
 - b. Nearby GDP-certified centres that are equipped are available to store the pharmaceutical product when required in the event of failed deliveries.
 - c. Proprietary, extensively tested and GDP-approved computer systems for shipment management.
 - d. We implement of a comprehensive GDP quality system, supervised by a technical management and quality assurance department (organisation, policies, plans, procedures, etc.).
- 2) We use active or passive cold chain systems during transport to ensure the correct storage temperature, and we use special returnable or recyclable packaging.
- 3) The hospital pharmacy is supplied with all the necessary equipment to prepare medicine shipments: approved isothermal boxes for different temperature ranges and usage times, various sizes and types of insulation, cold accumulators and gels, dividers, isothermal bags, data loggers, temperature strips for temperature control, etc.
- 4) We collect any waste generated at the patient's home after the medicine has been administered to the patient.
- 5) Onsite verification on delivery that it is being handed to the right patient, or to the duly authorised caregiver. Very strict procedure for confirming and verifying the identity of the people who are authorised to receive the shipment with the dispensed medicine.

6) Labels to download and print at the hospital for the unique identification of the delivery/patient on the delivery box.

7) **Hospital customer** service (telephone, email, website, etc.) for contacting the hospital pharmacy:

a. Arranging collections in the hospital pharmacy. **Collection alerts**.

b. **Confirmation** of delivery and **receipt by the patient**.

c. Website available **to track shipments**.

d. **Incident alerts** (patient not found, delivery rejected, etc.).

8) Patient delivery support:

a. **Call Centre** service for contacting **patients**.

b. **Pre-call/SMS** to the address to finalise and confirm the time and place of delivery.

c. **Redelivery** if there is a problem.

d. Questions, queries or unforeseen issues concerning the **delivery service**.

e. Option of arranging or **coordinating** delivery with the person or organisation **administering the medicine at home**, if advisable or necessary.

f. 3-way communication management: Patient/Hospital Pharmaceutical Service/Logista Pharma.

Logista Pharma capabilities

1) Extensive **experience** in the pharmaceutical sector, over 20 years.

2) **Leaders** in hospital medicine deliveries, with a market share of more than 50%.

3) **We comply** with all **GDP** regulations for medicine handling and transport, both **temperature-controlled at 15-25°C**, and refrigerated at **2-8°C**.

- 4) A specialised [Pharmaceutical Technical Department](#) with a team of 20 professionals with degrees in pharmacy and health sciences to ensure strict compliance with the storage and transport requirements of all types of medicines, with extensive experience in medicine handling and transport.
- 5) [Pharmaceutical GDP-approved service](#). Procedures, computer systems, cold rooms, transport, packaging, etc. approved for the management of pharmaceutical products.
- 6) We use [transport companies that are fully owned and controlled](#) by Logista (Logista Parcel-Integra2, Nacex, Logista Pharma and Logista Freight-Logesta), all of which offer [specialised medicine transport](#) services.
- 7) Pharmaceutical transport coverage for [daily deliveries anywhere in Spain](#).
- 8) [Temperature records](#) are available throughout the delivery chain, on all vehicles and in all facilities, whether through cross-docking (short stay - hours or days) or pharmaceutical warehouses.
- 9) Both [active and passive cold](#) chain transport services are available, using a variety of isothermal packaging to suit every need.
- 10) [A wide range of approved isothermal packaging is available](#) to ensure the proper preservation of all types of medicine for [home delivery](#). Extensive experience in developing the most suitable accumulator-box configurations for a wide range of pharmaceutical products.
- 11) Sites [in all provinces](#) of Spain and Portugal with [pharmaceutical cold stores](#):
 - a. 12 key pharmaceutical warehouses in Spain and Portugal
 - b. Cold stores on all provincial premises for short storage periods (max. 2/3 days).
- 12) Qualified [staff](#) with extensive experience in handling pharmaceutical products and [trained according to GDP standards](#).

**For more information, contact us at: home.delivery@logistapharma.com
or call us on 900 102 287 for hospitals
or 900 101 304 for laboratories.**