



iethico
making access ethical



Storyboard

ACCESS TO MEDICINES
PHARMACISTS



SUPPLY AND DEMAND SITUATION FOR ACCESS TO MEDICINES

Hospitals and Suppliers



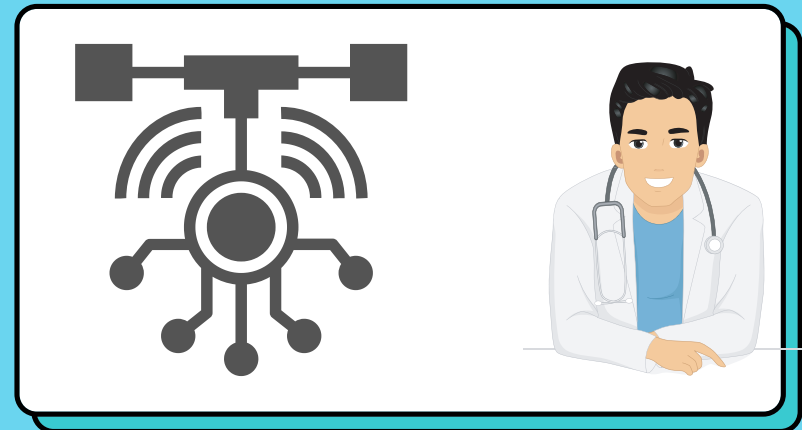
Jo is a pharmacist at the hospital. She is responsible for keeping stock of medicines at the Hospital Pharmacy



Jo has been struggling to obtain Drug X for a while...



Drug X is part of the hospital guidelines for the treatment of several infections and has been on short supply for weeks.



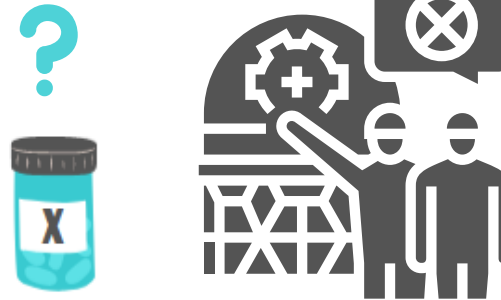
The doctors don't feel comfortable in changing the protocol and asked Jo's manager (Jake) for a solution.

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Drug X Manufacturer

Jake knows Drug X is not currently available in the market and has been trying to obtain a firm timeline for the new stock to arrive from the manufacturer.

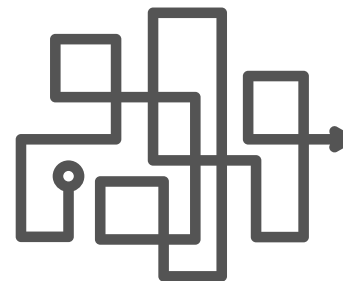


Manufacturer is unsure if they will sell Drug X anytime soon as recently thinking of decommissioning the production line where they manufacture Drug X.



Drug X Supplier
with Licence

Manufacturer said that Drug X can be obtained from another company to whom they licensed the product, but it doesn't have a marketing authorization in Jake's country.



Regulatory Process



Jake knows that Drug X can be imported from that country if required (which is the case) but he doesn't really understand how that works.

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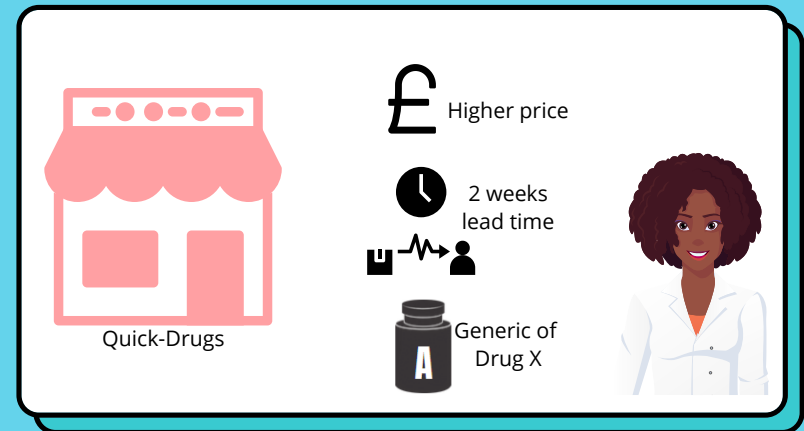
Jake decides to call Quickdrugs – a wholesaler that supplies small quantities to the pharmacy once in a while



Quickdrugs said they would try to help and would get back in a few days. Jake stressed the urgency, but they said they'd also need to wait for answers themselves which might take a while.



Jake felt a bit frustrated and decided to ask another wholesaler – Speed-drugs where he knows one of his friends work. They said they could help and would get back to him in a few days as well.

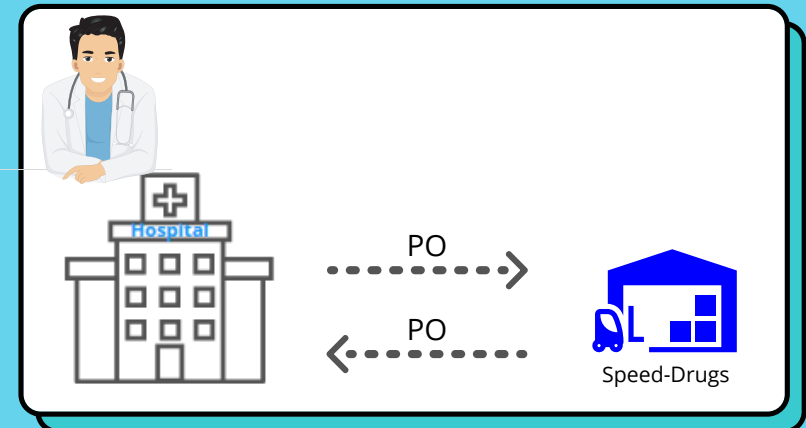


After 2 days Jo received an email from Quickdrugs with a quote for Drug A, a generic of Drug X and an expected lead time of 2 weeks. The price was considerably higher than the original Drug X but didn't question price given the urgency.

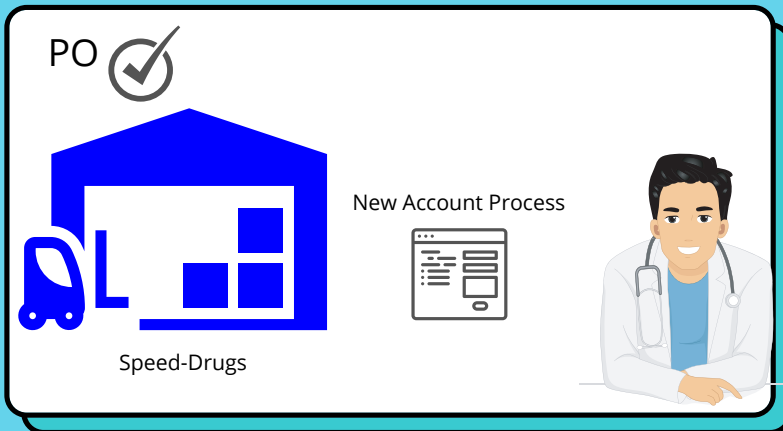
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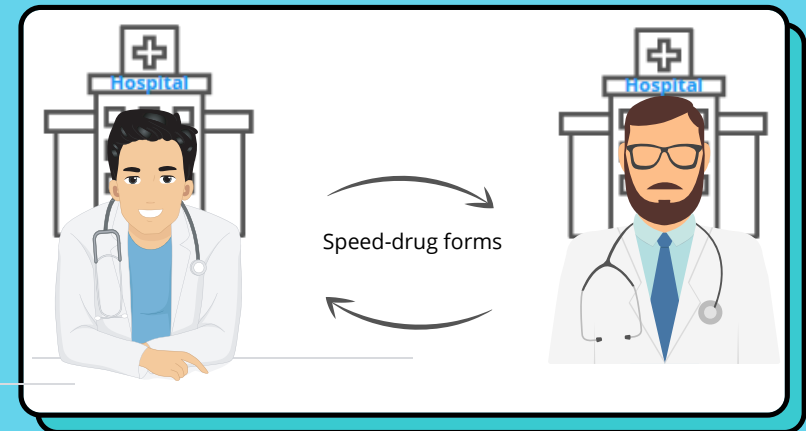
Nonetheless, Jake decided to wait for Speed-drugs before making a decision. After 2 attempts he finally managed to obtain their quote which was cheaper and quicker.



Jake decided to mobilize the Hospital procurement to send a purchase order to Speed-drugs. After 1 day he finally managed to obtain all the paperwork and sent the PO to Speed-drugs.

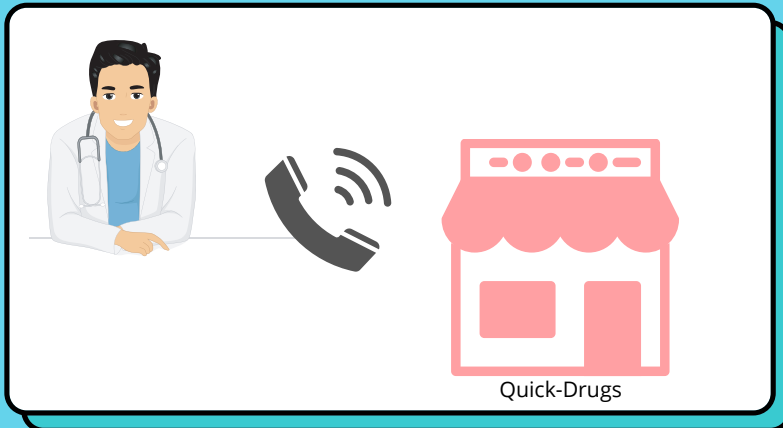


Speed-drugs accepted the PO and told Jake they'd need to set up and approve the customer account, which would take some time as the Quality manager was off sick.

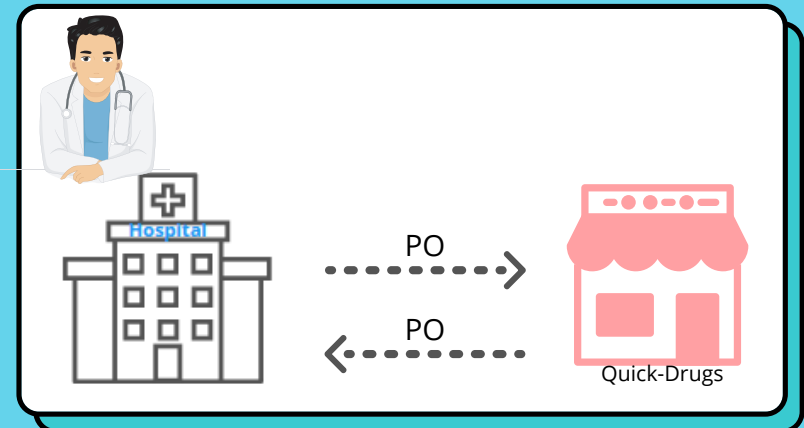


Speed-drugs said they couldn't purchase the product from their supplier until processing the order from Jake's Hospital and they couldn't do that until the account is open. They sent Jake 2 forms that he would need to get signed from the pharmacy director.

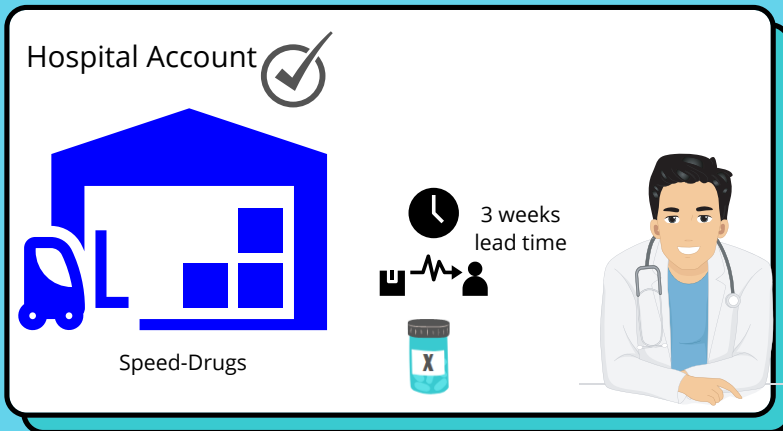
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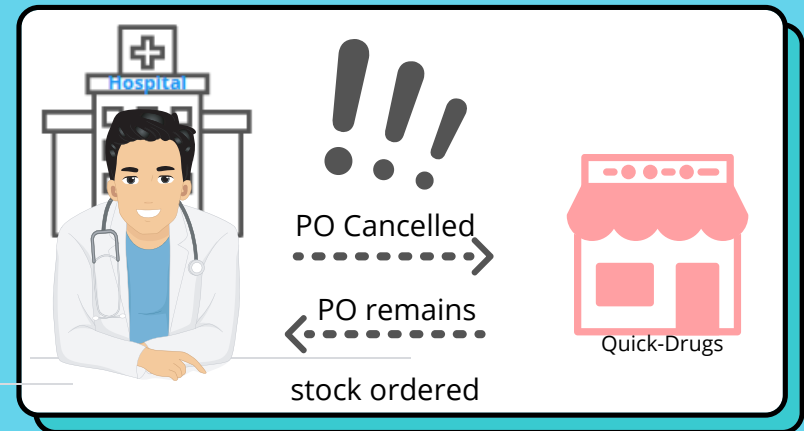
Jake decided to call Quickdrugs as they were already a supplier. Quickdrugs said they'd review the price to match quote from Speed-drugs but they'd need to ask the manager.



Jake wasn't willing to lose more time and decided to send another PO for the same drug to Quickdrugs.



After 1 week Speed-drugs finally approved Jake's hospital account and emailed him saying his product would be delivered in 3 weeks.



Jake then realised he ordered more stock than he needed and tried to cancel the order with Quickdrugs, who said it wouldn't be possible as they had already ordered the stock and couldn't cancel.

MAKING ACCESS ETHICAL



When talking to a fellow pharmacist from another hospital, Jo explained the nightmare they were having with DrugX. The colleague told Jo about iEthico's solution. It was the first time Jo has heard about it. Her colleague told her that it was a great platform and she loved to use it as it saved a lot of time navigating and coordinating access to medicines.

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