

Code of Conduct

- *Script-easy is a full service DAC offering all products listed in Part IX of the Drug Tariff*
- *Prescriptions will be dispensed exactly as written and will not be substituted for other products (except as detailed below).*
- *If a manufacturer is unable to supply products in time, a suitable equivalent product will be offered on a temporary basis.*
- *When available, we will hold details of the patient's referrer on file to refer to in case of difficulty in obtaining specific products, or in the event of a clinical problem arising. Where the referrer is not available we will direct the patient to their own GP.*
- *We will keep patients informed of new products as they come onto the market but will not try to influence the choice of product.*
- *To minimize oversupply of goods we will monitor patient ordering and alert the GP if order quantities appear to be high.*
- *We will await receipt of a prescription before dispatching the goods to the patient. In the event of any delay we will dispatch sufficient product to ensure that the patient is not left stranded.*
- *All catheter and sheath patients will be given a free, metal night bag stand, wet wipes and disposal bags on request.*
- *In some areas of England Script-easy offers a specialist nursing service in some areas, accessed by referral from an NHS Health Care Professional.*
- *Following a patient visit, our nurse will document the outcome and send a letter to the referring Health Care Professional*