



# PROVIDER NEWS

*Excellence, therefore, is not an act but a habit. Aristotle*



Thank  
YOU  
very very  
very MUCH

**WOW!**

**your customers**

The National Health Fund takes this opportunity to express our deepest gratitude to you for your participation in the Individual Benefits Programme Review. Your meticulous and scholarly inputs are duly noted. The review will serve to enhance the range of treatment options and can only redound to guaranteeing the best clinical outcomes for our beneficiaries. NHF values this partnership and looks forward to more collaborative efforts in the future.

It is no secret that community pharmacies play a key role in patients' lives. Pharmacists know their patients' stories and often provide a listening ear as their customers "offload" their problems. Community pharmacists and their patients are often like family. The following are tips to improve your customer service:

1. Show empathy
2. Be calm when serving an angry customer and try to ascertain if there is anything you can do to quell the situation
3. Ask questions when in doubt so that you do not miss out on important information
4. Be personal
5. Never stifle innovation; periodically do a mini-survey of your customers to better understand their needs.

## Head Office Opening hours:

Visitors - Mondays to Thursdays - 7:00 a.m. To 4:30 pm

Fridays - 7:00 a.m. – 3:30 p.m.

NHF Call Centre Monday to Friday - 7:00 a.m. – 7:00 p.m.

## Nature of prescriptions

The NHF's policy on what constitutes a valid prescription is defined by the Pharmacy Act. Therefore, in validating claims, the NHF ensures that prescriptions are filled within 12 months of being written by the physician and in accordance with the treatment regimens prescribed; in addition drug quantities/refills should not be exhausted at the time of dispensing. We wish to reaffirm that this policy also applies to prescriptions with refills, irrespective of the frequency in which refills are dispensed. Where there is a drug substitution, kindly ensure that the appropriate notation is recorded on the prescription to prevent the transaction from being reversed at a later date.



## Improved Access to Help Desk Services

Under a new initiative dubbed the "one stop shop" concept for healthcare, NHF has expanded Help Desk operations to include Drug Serv Union Square. While you wait to fill your prescriptions, the following services are available to customers at this location:

- addition of a new diagnosis
- enrolment for the NHF and JADEP Benefit cards
- handling of claim queries and other requests

**Goal** – *easier accessibility*



## On the point of dispensing

- ✓ Always be on the watch for fictitious prescriptions
- ✓ A photocopied prescription is one of the safest ways in ensuring you produce an exact replica of the original. This will also reduce waiting time for all your patients
- ✓ Standard abbreviations and details of items dispensed should always be stated on originals or copy prescriptions to reduce the probability of medication errors.



## CLAIMS FOR LIQUID DRUGS



Liquid preparations are covered by the NHF's Individual Benefits Programme. The system allows for claims to be submitted for a specific number of millilitres of liquid drugs using the correct NDC. For instance, if a bottle of Valproic Acid is being dispensed, then the NDC assigned to the full package size can be utilised and 1 bottle should be entered in the system as quantity. However, if 35mL from a full bottle is being dispensed, then the NDC assigned to the 1mL package size should be utilised and 35mL entered as quantity. The appropriate NDC can be found on our [Intranet at http://192.168.11.6/ndcsearch/drug-search.php](http://192.168.11.6/ndcsearch/drug-search.php).



## 5 Health tips for Pharmacists

We recognise that our Pharmacists are essential in the provision of healthcare and they play a key role in the prevention and management of diseases. We at the NHF are aware of the long hours you work on a daily basis, however, while you take care of your patients we encourage you to **"take a healthy interest in you"**. As such, please see **five** great ways to stay healthy:

- **Meditate:** Try to spend at least 5 minutes every morning focussed on your breathing. You can do it by lying down or sitting comfortably. With practise, it becomes easier to stay focussed. Meditation can ease stress and fight fatigue.
- **Take short breaks:** This can make you more productive by helping you avoid burn out
- **Get adequate rest:** Proper sleep is key
- **Eat healthy:** The best meals have a balanced proportion of essential nutrients required for optimal health
- **Exercise:** A 10-minute walk has been found to provide more energy than eating a candy bar. Take a few minutes to walk at work as it can give you an energy lift without disrupting your work day.



If there are any topics you would like to see addressed in the **Provider Newsletter** please send us an email, or leave a comment in our Query/feedback tool available on our [website at www.nhf.org.jm](http://www.nhf.org.jm).