

# Working with Medical/Pharmaceutical ethics and responsibility

## ABSTRACT

*Helios Salud is an Infectious Disease Medical Center founded and lead by Daniel Stamboulian MD specialized in the integral care of patients with VIH and chronic hepatitis, among other pathologies with services in the whole country.*

*Jointly with Helios Salud emerges Helios Pharma, Pharmacy and Drug Store, to guarantee the patient the safety and quality of Pharmacy dispensed drugs, and the distribution in the whole country to the Pharmacy network, through the Drug Store.*



By Yanina Sarnagiotto and Ma. Cecilia Fragata



### Why do we choose GS1?

Due to ANMAT's new drug traceability regulation, Helios Pharma developed its own system. This tool speeds up traceability daily work, automatizes traceability

processes, guarantees drug administration to the patient reporting the dispensation in real time, and also the reception processes from the Laboratories. At the same time diminishes margin error and reduces costs. To be

able to optimize all these processes we appealed to GS1's health team and we adopted the use of global standards, with the purpose of achieving a continuous improvement not only in the services but also in patient safety.

### What sectors were involved for the certification?

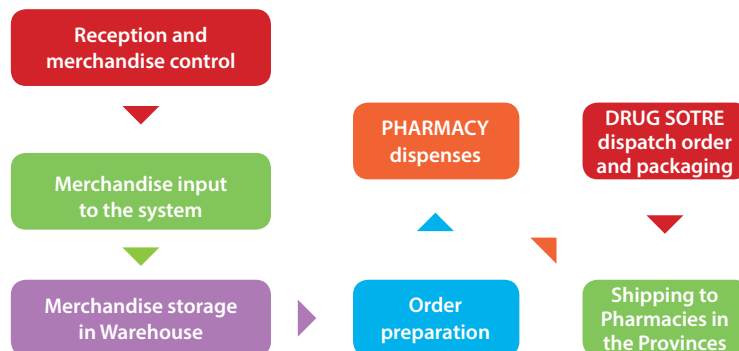
In Helios Salud the Patient Admissions sector was involved due to the importance that has, since it is the place where the patient is received as soon as he enters the Institution, to request healthcare services and for its derivation to pick up his medication. The required documentation for the health insurance is also verified.

In Helios Pharma were audited the areas of reception of traceable units sent by suppliers, storage, order preparation, distribution and dispensation.

### Implementation challenges

In Helios Salud we developed the procedure manuals with good practices processes. In order to document the

## MAP OF HELIOS TRACEABILITY PROCESSES

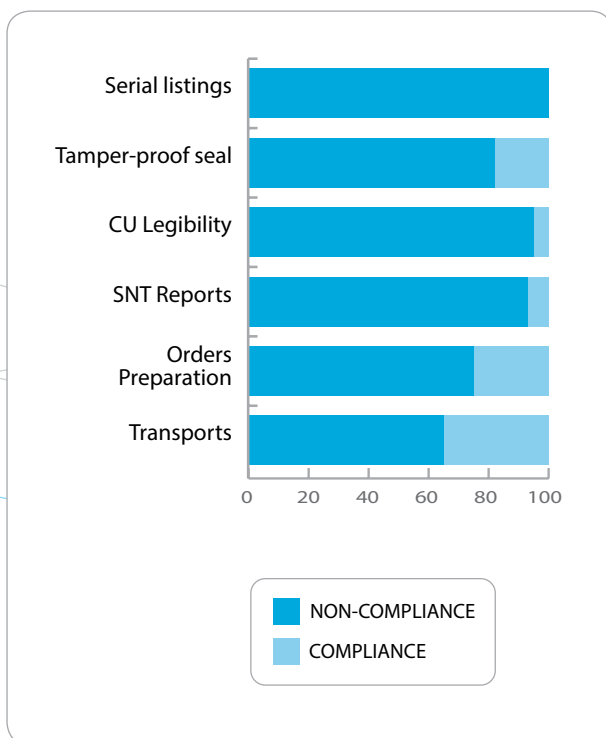


admission of patients the information is digitalized to record it in the Electronic Medical History. At the same time the medical prescription is validated according to requirements of the Health Superintendence (S.U.R) to manage the delivery of the medication. At Helios Pharma the good practices manuals for drug traceability were implemented developing the following items:  
 En Helios Pharma se implementaron los manuales de buenas prácticas en trazabilidad de medicamentos desarrollando los siguientes ítems:

- Master Data listings
- Unambiguous identifications
- Continuous monitoring
- Internal Audits
- Requests and replies of traceability reports among trade partners
- Implementation of risk crisis
- Logistics recall and market recall
- Personnel training
- Internal electronic dispatch order

At the same time we notified some “non compliances” that involved some trade partners to achieve the certification, obtaining a change and good results benefiting both parties. In the graphic of *figure 1* some of the results are detailed:

Figure 1



### Commitment, working with GS1

At Helios Pharma’s Pharmacy all processes previously developed by our system were validated, at the same time the identification of logistic units (SSCC) was implemented for each treatment, allowing the compliance with the patient’s five right steps (patient, drug, doses, route and right time)

At Helios Pharma Drug Store besides validating the procedures that were being implemented in the good practices manuals, it was also developed:

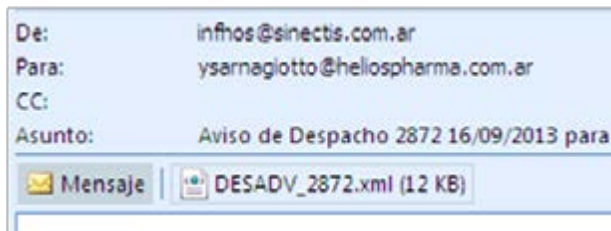
- Unambiguous identification of logistic units (SSCC)
- Dispatch notice (filed in XML)

Both tools can be used by our customers as an Electronic Dispatch Order since they contain the shipping data, optimizing the entry of merchandise.

### SSCC: structured according to GS1 regulations



### Dispatch notice:



The dispatch notice is an XML file sent to the client (Pharmacy) via mail, which has all shipping data. This file is structured according to GS1 regulations and can be processed as an Electronic Dispatch Order, streamlining drug reception.

### Insight of the future, TODAY:

GS1 Certification helped standardize processes in a global way, earning the trust of our trade partners, positioning the company in a level of excellence, guaranteeing quality thorough traceability implementation.

**This way we become the First Institution, Drug Store and Pharmacy in certifying standards with GS1 Argentina.**



**About Helios Salud:** *it is an Infectious Disease Medical Center specialized in VIH, chronic hepatitis, among others, with services in the whole country. It has a team of highly qualified medical professionals trained by Daniel Stamboulia MD, who work in an interdisciplinary way to provide excellent, immediate and personalized care, supported by modern technology in all its areas. The service, training and investigation are essential pillars of our organization, because we think that it is the best way to reach our patients with task efficiency and care in the established human relations. We have a broad network of providers with doctors who are referents in the whole country, with an extensive experience in our specialty. At the same time, we maintain constant relationships with centers and specialists abroad.*



**About Helios Pharma:** *We are a Drug Store and Pharmacy that complies with the regulations and provisions in force in all the steps of the marketing chain. We guarantee drug reliability through our system, transmitting online all data to ANMAT, providing the patient the delivery of a safe drug and providing distribution in the whole country.*



### ABOUT THE AUTHORS

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