

The Agent will obtain supplies of Part 9 (IX) Drug Tariff Appliances from Ostomed under the terms laid out below. All goods ordered will be supplied to the Agent at NIL value by Ostomed.

Ordering & Supply

The Agent will inform the patient that goods are to be supplied by Ostomed.

Goods may be ordered either by Phone, Fax, E-Mail or Electronic Prescription (either nominated or referred). The Agent will make it clear the goods are to be supplied as 'Agency' and provide the following information for each prescription:

- Full Product Description including the Product Code if required.
- Patient's Surname and Initial.
- Prescription Serial Number or Electronic Barcode Reference.
- The Patient's Exemption status.

Goods will be despatched by Ostomed in the normal way with a delivery note quoting the following information:

- Full Product Description and Quantity.
- Patient's Surname and Initial.

Prescriptions

It is the responsibility of the Agent to forward all prescriptions, **within 5 working days**.

Lack of prepaid postage is not deemed to be a suitable reason for delay. Where collected by an Ostomed driver, it remains the responsibility of the Agent to notify the driver that prescriptions are available. In the event the Agent fails to forward paper prescriptions within the specified time frame, all goods supplied will be charged at Drug Tariff prices.

Electronic Prescriptions, where referred to Ostomed, must be returned to the NHS Spine for download prior to goods being released for despatch. Where received by nomination, goods will only be despatched to the Agent upon receipt of a valid EPS Nomination Form.

The Agent will provide the patient's exemption status as at the date of prescription. Ostomed uses Real Time Exemption Checking (RTEC), therefore exemption status for orders placed using an EPS token will be checked at time of order. Exemptions for orders placed using a paper prescription, should be marked on the reverse in the normal way. Should a patient fail to meet RTEC criteria, or should the agent be unable to provide details of any relevant exemption, this will result in prescription charges being raised.

It is responsibility of the Agent to charge the patient for any prescription charges, either legitimate or those imposed as a result of the above. In all cases prescription charges will be recovered as a deduction from the agent's reimbursement fees.

Returns

Returns will not be accepted unless under extreme circumstances. These being limited to goods supplied damaged, faulty or where Ostomed is at fault. The Agent will report a return to Ostomed within 24 hours of delivery to the agent. Where goods are not reported as damaged, returns must not be defaced in any way, this includes any form of marking or labelling applied to the product or packaging, except where applied by Ostomed. Goods returned in this way will be charged to the Agent at Drug Tariff price and returned to the Agent.

Customisation of Goods

Where goods are required to be customised for the patient, the Agent will provide written consent for every order placed. In this instance, the Stoma Customisation reimbursement fee stated below will be retained by Ostomed.

Dispensing Reimbursement Fees

The Contractor will forward on the following fees once payment has been received from the pricing authority.

- Part IX products £0.90 per item
- Additional Dispensing Appliances £3.40 per qualifying item
- ISC Catheters £9.30 per qualifying item
- Stoma Customisation £4.32 per qualifying item
- **Ostomed Extra Fee £2.00 per item**

Ostomed reserve the right to change the Ostomed Extra Fee at any time. Please note: VAT returns are the responsibility of the Agent.

Ostomed will observe absolute confidentiality in relation to all patient and prescription information provided by the Agent during any transaction.

I agree to the above conditions: -

Signed		Print Name	
		Date	
Position		Account Number	
VAT Number		Pharmacy Name (the Agent)	