

My Number: - DGHS/COVID 19/347/2020
Office of the Director General of Health services
Ministry of Health
"Suwasiripaya"
Colombo - 10
2020.10.24

All heads of the Institutions

**Supply of Pharmaceuticals for Clinic Patients during COVID - 19
Outbreak period**

Due to ongoing COVID-19 outbreak situation in the country patients are facing difficulties in obtaining their routine medicine. Therefore, Ministry of Health and Postal Department together with the assistance of Department of Police have organized a programme to deliver the medicines to their doorstep. This process is going to be commenced from tomorrow (25.10.2020) in Kaluthara nad Kurunagala in addition to Colombo and Gampaha districts.

You are informed to communicate with the postmaster of nearest the post office and do the needful adhering to following instructions.

1. Heads of Institutions are requested to coordinate with Head of nearest post office throughout the process. Drugs which are sufficient for one month/Two Months should be delivered to the address of the patients who have been registered at your hospital. Calling and verifying the address prior to delivery will minimize the errors.
2. Head of Institutions shall ensure the correct drug in correct dose is being delivered to the correct patient. Please note not to change medicine without examine the patient and without proper communication.

3. Name, clinic number, address and contact number of the patient should be clearly written in the pack. Name of the hospital, mobile number of a responsible person (Pharmacist/Dispenser of the hospital) should be mentioned to inquire any clarification.
4. Inform postmaster to return the undelivered parcels to the relevant hospital
5. The hospital authority should prepare a register with two copies, including the details of all parcels and should handover to the post master along with drug package (should include name, clinic number and contact details of all the patients)
One copy can be kept with hospital after certifying the receiving of the drug package by the post office. Second copy to be completed by the post master while delivering the drug packages to patients. Ultimately both hospital and post office can keep copies of the completed sheet at the end of the procedure. Please ensure maintaining cold chain appropriately having proper communication with officers.
6. There are some drugs which are heat and light sensitive. Therefore, you are requested to pack those in a way to maintain the quality of drugs.
7. You must ensure supply of medical masks, gloves, and hand sanitizers to the postal staff.
8. Allow to maintain bulk accounting method for drug balancing only during this period.
9. Heads of the intuitions can decide required number staff and get their service beyond the normal duty hours or round the clock if necessary.
10. All heads of the institution should ensure availability of adequate amount of suitable packing material

11. If the registered hospital is distant from patient's current residence, the nearest hospital authority can arrange supplying medicine for such patients after communicating with former hospital. Patient should submit their clinic copy to initiate this process.
12. If hospital authority does not have accurate information of patients, those can be collected by communicating the hospital contact number to the patients through PHM, PHI and GS.
13. All the Provincial Directors, Regional Directors of Health Services and Heads of Line Ministry Institutions are requested to ensure successful implementation of this process.

I appreciate your kind cooperation and assistance for the success of this process at this critical situation.


Dr S Sridharan
Director General of Health Services (Cover-up)

Copies:-

- 1) Secretary of Health – for Information
- 2) All Provincial/ Regional Directors – for necessary action
- 3) Postmaster general – for Information