Health Care is not just about the operations carried out in our hospitals or the high level standards in the hospital wards and the state of the art equipment. Health care is also about the provision of medicines to our patients, and their timely accessibility to the treatment.

In recent years the outpatients’ services offered by the Pharmacy of Your Choice Unit (POYC) on a national scale have increased significantly. The overarching aim behind this drive is that we continue to provide an easier access to all the patients entitled to benefit from the Government’s free pharmaceutical service.

Further to the established national Schemes offered by the POYC Unit, one of the latest national Schemes introduced in 2016 ensures that the bulky and / or heavy pharmaceuticals are delivered to the patients’ domiciliary residence. Although the Scheme is not mandatory, it has, however, enhanced the quality of life of those patients and their families entitled to the Complete Nutrition Preparation.

Moreover, the Domiciliary Delivery Scheme is, presently, being expanded nationwide. This Scheme benefits the patients aged 70 years and over and also the patients with reduced mobility. Through this Scheme these patients will benefit from not having to visit their community pharmacy multiple times to collect their entitled medical treatment; the treatment will, now, be delivered to their doorstep.

In addition, the POYC Unit is also proactively moving towards a more technological future. Last year, a new electronic system was launched, whereby the family doctors are now able to prescribe the medical prescription electronically. Today, the Computer Generated Prescription is used in all Health Centres' Prescription Clinics around Malta and Gozo and in the near future this service will also be extended to the doctors in the private sector.

Indeed, the POYC Unit is delivering an impeccable service to its 180,000 outpatients’ population. This would not have been possible, were it not for the commitment and dedication of its workforce; a workforce that is entirely focused on one cardinal goal -- to continue to provide a timely and excellent patient-centric service.
Introduction

The Pharmacy Of Your Choice Unit (POYC) which falls under the umbrella of the Ministry of Health - is the largest entity which, through its ICT platform, provides free pharmaceutical services on a real-time basis from 222 pharmacies in the community along with other services related to this area to 180,000 patients in the community: ie over 33% of the population in Malta and Gozo.

With its traditional determination, the POYC Unit maintained its organizational momentum so that out of the Schemes that are already in operation, it also embarked on several new initiatives aimed to continue positioning itself among the best local management models of business in the public and private sectors.

Despite the challenges, we are confident that with the provision of continuous power and commitment of our motivated TEAM, we will continue to increase efficiency to sustain the entrepreneurial success achieved for the benefit of all stakeholders as well, and most important for the civil society.
MISSION STATEMENT

POYC is committed to excellence, to the highest quality pharmaceutical service delivery and to promote a patient-focused environment.

We are also committed to continually strive to improve our responsiveness to provide a timely, accurate, efficient client-centric pharmaceutical delivery service to all stakeholders benefiting from the Pharmacy of Your Choice Unit.
Services offered by the POYC Unit

1. POYC Call Centre - Client Support Team

2. 360° One Stop Shop Service Concept

3. The Pharmacy Of Your Choice National Scheme

4. The 70+ Domiciliary Delivery Scheme

5. The Domiciliary Delivery of Heavy Pharmaceuticals National Scheme

6. The Exceptional and Named Patients’ Treatment National Scheme

7. The National Coeliac Scheme

8. A Nationwide Educational Technical Outreach Programme

9. The Computer Generated Prescription - Patients’ Electronic Treatment Records real-time Update

10. The National Outpatients Data Bank
The POYC Call Centre together with the Client Support Team offer free advice and assistance to patient’s in the community.

Monday to Friday
8.00am - 1.00pm
Malta:  2248 1800
Gozo:   2215 6448
info.poyc@gov.mt
www.poyc.gov.mt
360° ONE STOP SHOP CONCEPT

The launch of the 360° One Stop Shop Concept in 2014 successfully eliminated the previous bureaucratic procedures and introduced new and simplified processes that allow timelier access to treatment without compromising verification and accountability.

This new approach decreased the patients’ waiting time for access to Government’s free pharmaceutical treatment from the previous 3 to 4 weeks wait to a ‘same day service’. This Service is benefited from an average of 200 patients on a daily basis.

The 360° One Stop Shop Service Concept combines under one roof the following services:

a) The POYC Scheme Registration and issuance of the POYC Scheme Membership Card

b) The approval of free Entitlement and the issuance of the Schedule V Documents in line with legislation known as the Yellow Document

c) The approval and issuance/renewal of the Dangerous Drug Card known as the White Card.

The POYC Unit also offers an administration of Oath Service in specific situations when the White Card is lost.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
The POYC Scheme is a national pharmaceutical service which timely meets the needs of more than 150,000 outpatients (33% of the Maltese population) who benefit from medicines and pharmaceutical devices which are given for free by the Government under the legislation of Schedule V and Schedule II.

The patient must present the POYC Membership Card Scheme together with the necessary documentation in order to take free medicines according to his/her entitlement from the POYC Scheme participating pharmacies in the Community.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
Patients who are 70 years old and over together with patients with difficulties in mobility can collect the application to benefit from this service from their community pharmacy of choice.

**The National Scheme - Exceptional Treatment and NAMED Patients’ Treatment**

This Scheme was launched in 2015 with the intent to facilitate access to patients entitled to the treatment that falls under the above two categories from their community pharmacy of choice instead from the hospitals’ pharmacies.

A patient-specific label is issued through the POYC Unit’s ICT System and affixed on each specific patient-pack so as to ensure that the treatment timely reaches its intended entitled beneficiary.

For more information contact the POYC Call Centre on 22481800 or visit website [www.poyc.gov.mt](http://www.poyc.gov.mt)
The National Scheme - Bulky or Heavy Medicines Distribution in patients’ homes

This Scheme was introduced in 2016. Today, there are over 500 entitled patients who are benefiting from this Scheme and are receiving the Complete Nutrition Preparation products at their domiciliary residence.

It is expected that in the coming weeks this Scheme will be extended to cover additional pharmaceutical products.

Entitled patients who are interested to benefit from this service can collect the application from their community pharmacy of choice.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
The National Scheme of Patients with Coeliac condition

The Coeliac Scheme was launched in 2015. It benefits patients who suffer from the chronic Coeliac Condition in accordance with the Schedule V legislation. Coeliac Scheme patients are entitled to a monthly monetary voucher of €45; while 60 years old and over patients and those receiving the social benefits are entitled to €50 monthly.

The Coeliac Scheme Official List offers a wide choice of gluten free products which are available from the 69 private economic operators currently participating in the Scheme across 33 localities Malta and Gozo.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
Launched for the public in 2017, this educational programme is designed with the intent to increase outpatients’ awareness of the importance to adhere to the professional advice on the management of treatment and the storage of medicines in the domiciliary homes.

For more information or to book an appointment contact the POYC Call Centre on 22481800 or send an email on info.poyc@gov.mt
The Computer Generated Prescription -
Electronic system to collect timely medical treatment

This electronic programme was developed by the POYC Unit and was introduced within the Primary Health Care Prescribing Clinics to facilitate electronic access to the most recent patient medication history at point of care.

The Computer Generated Prescription is linked to the Government Formulary and for the first time doctors can select the patients’ entitlement from a pre-formulated drop down Treatment List belonging to the particular items from within the particular chronic treatment Schedule.

This automatic accessibility, which requires to the doctors eID for log-in purposes, will be extended to private doctors in the near future.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
The National Bank of electronic medical Outpatient Information on real-time basis

Today the POYC Unit operates in a ‘real time’ electronic environment and through its ICT platform it has established itself as the first Outpatients’ National Data Bank.

As a Data Bank, it is the source of analytical and statistical information for a number of entities in the national health arena.

The POYC Unit also helps the National Statistics Office and from time to time, it is also involved in national projects.

All information provided is in accordance with the Data Protection Act guidelines.

For more information contact
the POYC Call Centre
on 22481800 or visit website www.poyc.gov.mt
Notification:

The Goserelin 10.8mg Treatment Record Card

In 2017 the POYC Unit introduced the 10.8mg Goserelin Treatment Record Card with the aim to empower the patients benefitting from this treatment to better manage their Treatment Plan.

The Goserelin 10.8mg Treatment Record Card is issued from Mater dei Hospital, from the POYC Unit 360° One Stop Shop Concept and from the community pharmacies.

All the patients who are availing of this medical treatment are kindly reminded to present the Goserelin 10.8mg Treatment Record Card to their doctor when their treatment is due.

For more information contact the POYC Call Centre on 22481800 or visit website www.poyc.gov.mt
What do I have to remember?