

COMMUNITY PHARMACY SERVICES TRANSFERS GUIDE

VERSION 2.0

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Introduction

This document is intended to be a guide to the processes involved when transferring the ownership of a pharmacy (ie, opening, closing, purchasing an existing business, or changing the ownership structure of a pharmacy).

Disclaimer: This guide is in no way to be considered an alternative to obtaining legal or financial advice regarding the transfer of ownership of a pharmacy. We recommend you obtain such advice prior to beginning the process of the transfer of ownership.

This guide contains both written and pictorial views of the processes involved, and contact details of the relevant parties.

Definitions

Agreements Administration	A unit of Sector Operations Group at Te Whatu Ora that draft and maintain the contracts between the Districts and service providers (ie, Community Pharmacy).
BSS Helpdesk	Business Support Services Helpdesk; a unit of Sector Operations Group at Te Whatu Ora. The BSS helpdesk assists pharmacies with their payment and registration queries.
Confidential Health Information	Health Information is information that relates to an identifiable individual.
Connected Health	Connected Health is a standards-based, commercial model for the delivery of universal connectivity across the New Zealand health sector and provides an environment for the safe sharing of health information. The Connected Health Network is a 'network of networks' delivered by multiple telecommunication service providers on a competitive basis, using industry standard, commodity capability.
End date	The date on which the ICPSA ends, as set out in clause A.4 of the ICPSA
ICPSA – Integrated Community Pharmacy Services Agreement	The agreement between the pharmacy and Te Whatu Ora that enables the provision of funded services.
Digital Certificate	A digital certificate is an electronic 'passport' allowing people, computers or organisations to exchange secure information over the internet using the public key infrastructure.
Community Pharmacy Portal	Portal used to register Long Term Conditions (LTC), Age Related Residential Care (ARRC), Co-dispensed Opioid Services (CDOS) and Community Residential Care (CRC) patients. Accessed via the Ministry of Health/Te Whatu Ora. For queries email customerservice@health.govt.nz .
Licence to Operate Pharmacy	Licence required to operate a pharmacy, issued by Medicines Control, Medsafe
Medicines Control	Group at Ministry of Health that administers the licensing requirements for Pharmacy.

Order of Process for Changing Ownership of a Pharmacy

This process is shown in a written form here, and in pictorial form on pages 5-8. The process is at times complicated, so please take time to understand the process.

New Owner (interested in purchasing either an existing or new site)

- 1. Due Diligence performed by Potential Owner**
 - Pharmacist purchasing pharmacy needs to consider the viability of purchase and legal implications of purchase.
- 2. Communication with District Portfolio Manager (PM)**
 - Confidential discussion around the requirements of a contract, and which extra services may be required by the District in your area.
- 3. Pharmacist informs PM of decision to proceed or halt process**
 - Discussion around contract options available to the pharmacist.
- 4. Pharmacist completes application forms**
 - Licence to operate Pharmacy – apply to [Medicines Control](#).
 - ICPSA – apply to Agreement Admin – DunedinAASupport@moh.govt.nz.
 - NHI Lookup, Digital Certificate, and Connected Health – application forms available through bsshelppdesk@moh.govt.nz.
 - Community Pharmacy Portal access – to get set up with your unique pharmacy web link, and pharmacy specific user ID and password, get your pharmacy details and email: customerservice@moh.govt.nz.
- 5. Applications processed (see flowcharts for more detail)**
- 6. Contract between District and Pharmacy Owner(s) signed**
- 7. Process finalised**
 - Pharmacy can now claim for service.

Exiting Owner (selling or closing)

- 1. Ideally notify the District six months in advance of proposed end date of the ICPSA (as per the ICPSA)**
- 2. Contact Medicines Control for a copy of its 'Requirements for Closure of a Pharmacy' Guide**
 - The guide contains information on topics such as:
 - Controlled Drugs Stock
 - Controlled Drugs Register
 - Medicines Stock
 - Confidential Health Information
 - Signage.
- 3. Make suitable Transfer of Care plans for patients**
 - Ensuring registration data is current in the Community Pharmacy Portal.
 - Transfer of registrations to new ownership (bulk transfer available via BSS HelpDesk; bsshelppdesk@moh.govt.nz).

- If closing – ensure regular patients (and especially LTC patients) have their records transferred to their chosen pharmacy.
- 4. Make arrangements for disposal of stock**
 - Once your *Licence to Operate Pharmacy* lapses you will no longer be permitted to retain medicines on your premise. You must make arrangements for the disposal of any medicines.
 - 5. Ensure suitable storage of confidential health information**
 - Confidential health information (ie, dispensing and LTC history) must be kept for 10 years. If not transferring to another pharmacy, you will need advice as to how this will be achieved. Contact medicinescontrol@health.govt.nz.
 - 6. Ensure arrangements for Advance Payments and Adjustment Payments are made**
 - Ensure agreements between old and new pharmacy owners accurately reflect the intentions of both parties with respect to any payments or recoveries.
 - 7. Surrender Licence to Operate Pharmacy**

Other Considerations

- 1. Sale and Purchase Agreement**
 - Ensure the Sale and Purchase agreement accurately reflects the intentions of both parties with respect to any payments or recoveries.
- 2. Date of Transfer**
 - Consider changing ownership on the first day of a month as the *Case Mix Service Fees* are calculated on a monthly basis.

Useful Contact Details

District Portfolio Manager: (Note: this section is to be updated by individual districts)

Name:

Email:

Contact Phone:

Mobile:

Medicines Control:

Medicines Control

Medsafe

Regulatory Services

Ministry of Health

PO Box 5013

Wellington 6140

Phone: 04 4 816 2444

Email: medicinescontrol@health.govt.nz

BSS Helpdesk:

bsshelpdesk@health.govt.nz, will assist with any LTC enquiries.

Ministry of Health Connected Health Certified Products:

To discuss your access requirements to Ministry of Health systems, please contact the online Helpdesk on 0800 505 125 > Option 4 > Option 1 or go to:

<https://www.health.govt.nz/our-work/digital-health/digital-health-sector-architecture-standards-and-governance/connected-health/connected-health-network>.

Agreement Administration:

Sector Operations
Te Whatu Ora
Private Bag 1942
Dunedin 9054

Contact Phone: 0800 855 066 > Option 2 (Claims) > Option 1 (Provider) > Option 3 (Agreements)

Email: DunedinAASupport@health.govt.nz

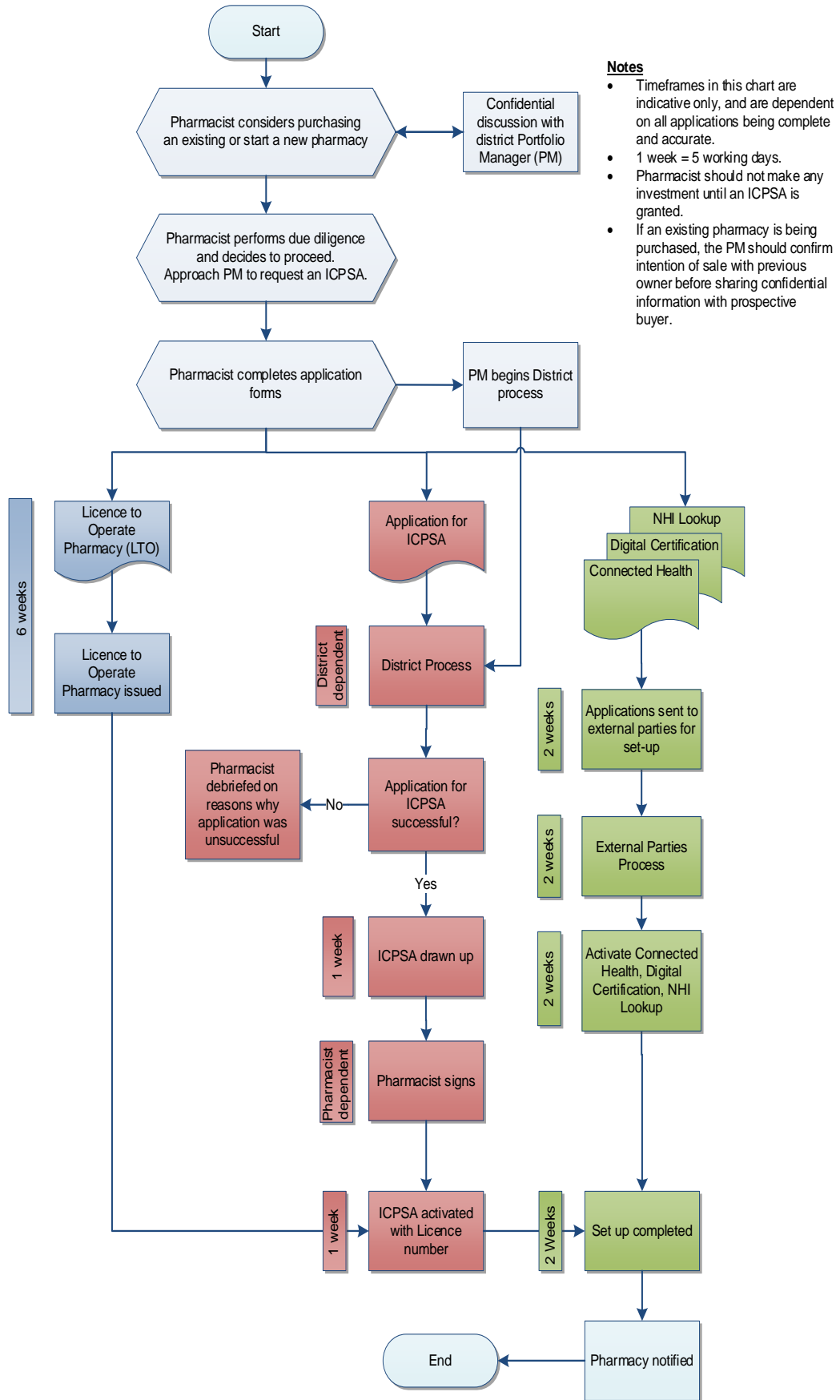
Community Pharmacy enquiries:

All community pharmacy enquiries should be directed to the Te Whatu Ora Pharmacy team, unless indicated otherwise.

Pharmacy Team
Te Whatu Ora
83 Molesworth Street
PO Box 5013
Wellington
New Zealand 6140

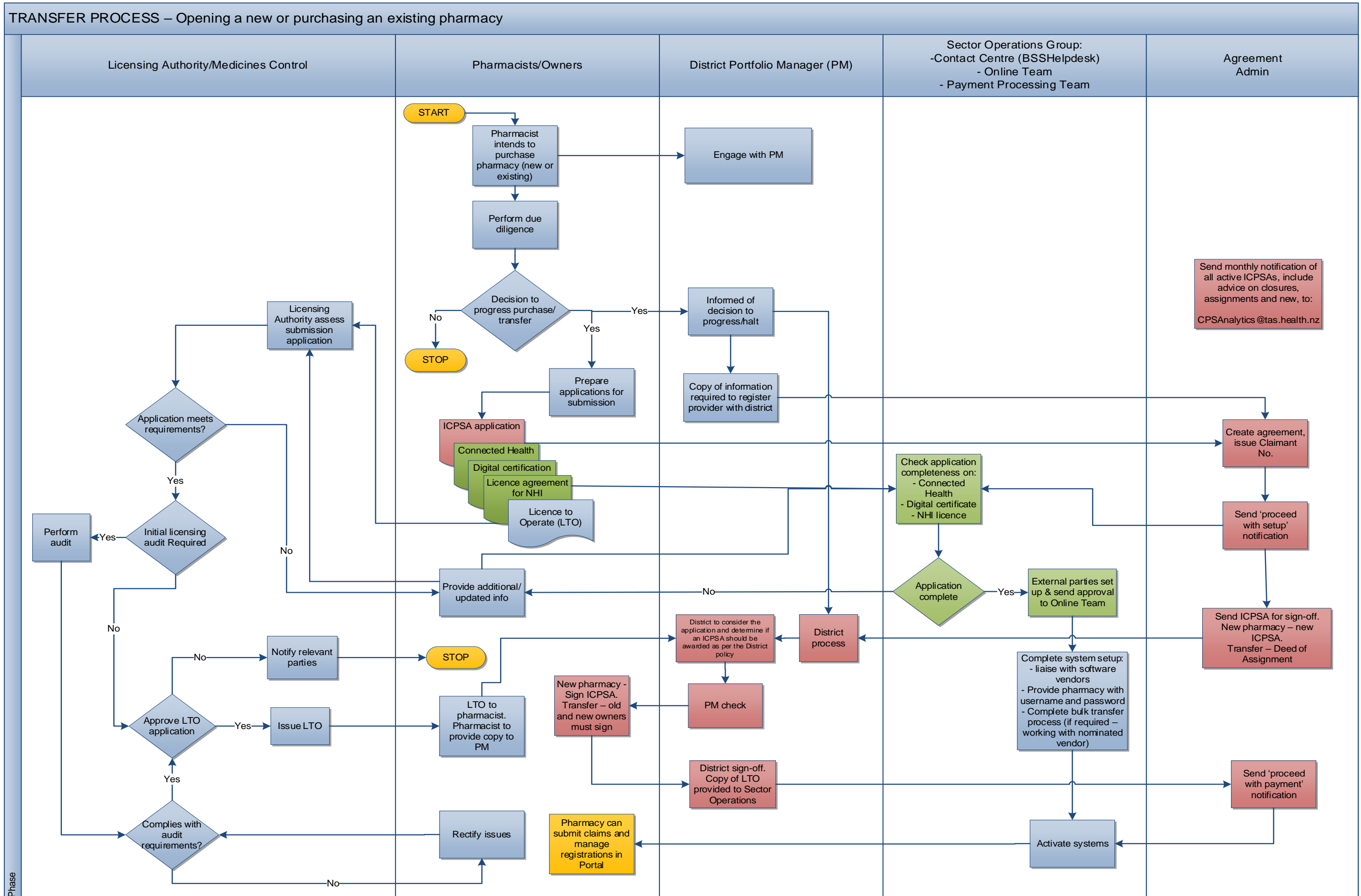
Email: pharmacy@health.govt.nz

Transfer Process - Timeframes



- Notes**
- Timeframes in this chart are indicative only, and are dependent on all applications being complete and accurate.
 - 1 week = 5 working days.
 - Pharmacist should not make any investment until an ICPSA is granted.
 - If an existing pharmacy is being purchased, the PM should confirm intention of sale with previous owner before sharing confidential information with prospective buyer.

Transfer Process - Opening (Flow Diagram)



Transfer Process - Closing (Flow Diagram)

