

# Changes to ordering Specials

## How IPS Specials support their customers to comply with the latest GPhC guideline

Phone



Customer calls to place an order



IPS faxes a copy of the sales order to the customer



Customer signs the sales order and faxes acknowledgment back to IPS



IPS processes the order

E-mail



Customer sends an email with details of the order OR a photograph of the order



IPS sends an email to acknowledge the order

Fax



Customer places order via fax



IPS confirms the order by phone call

Online - myIPS



Customer places order online



Immediate automatic confirmation email is sent from myIPS

The MHRA have stated that taking orders over the phone "increases the risk of a transcription error and the wrong material being supplied to the pharmacy and compromising patients safety."

To avoid these errors, the MHRA requires suppliers to get confirmation of orders in writing, for example by email, fax or via an online ordering system provided by the manufacturer. It is therefore, advised by the GPhC that manufacturers work closely with their customers that this guideline is followed.

**In order to ensure Patient Safety and to comply with the above regulation the team at IPS are supporting Pharmacists with the above solutions.**

**IPS**   
SPECIALS