

Changes to the Specials ordering process from 1st September 2017

All orders for unlicensed medicines must now be submitted in writing to conform with MHRA regulations

Please follow the process below and note **all telephone orders** must be **confirmed in writing before they can be processed**

Email

Customer emails order to **orders@quantumpharma.co.uk**

Quantum Pharmaceutical sends an **automatic written order confirmation via fax or email**

Fax

Customer faxes order to **08000 439 378**

Quantum Pharmaceutical sends an **automatic written order confirmation via fax or email**

Online

Customer sends order via Quantum Pharmaceutical website **www.quantumpharmaceutical.co.uk**

Quantum Pharmaceutical sends an **automatic written order confirmation via fax or email**

Phone

Customer calls **08000 439 372** to place order

Quantum Pharmaceutical confirms order via telephone and sends an **automatic written order confirmation via fax or email**

Customer responds to written order confirmation as **'confirmed' before the order can be processed**



What's changed?

The MHRA have issued a statement outlining the expectations regarding unlicensed orders placed with Specials manufacturers. The article confirms that to meet regulations all Specials orders must be submitted in writing in order to protect patient safety.

*QPL may call customer to clarify order details where required.

*www.pharmacyregulation.org