

Code of Conduct

- SCRIPT-EASY[®] is a full service DAC dispensing ALL products listed in Part IX of the Drug Tariff. Stoma bag customisation and Appliance Use Reviews are provided by SCRIPT-EASY[®] together with emergency supplies of appliances when requested.
- Prescriptions will be dispensed exactly as written and will not be substituted for other products (except as detailed below).
- If a manufacturer is unable to supply products in time, SCRIPT-EASY[®] will offer a suitable equivalent product on a temporary basis.
- When available, SCRIPT-EASY[®] will hold details of the patient's referrer on file to refer to in case of difficulty in obtaining specific products, or in the event of a clinical problem arising. Where the referrer is not available SCRIPT-EASY[®] will direct the patient to their own GP.
- To minimise oversupply of goods SCRIPT-EASY[®] will monitor patient ordering and alert the GP if order quantities appear to be high.
- SCRIPT-EASY[®] will await receipt of a prescription before dispatching the goods to the patient. In the event of any delay SCRIPT-EASY[®] will dispatch sufficient product to ensure that the patient is not left stranded.
- All catheter and sheath patients will be given a free, metal night bag stand, wipes and disposal bags on request.
- SCRIPT-EASY[®] offers a specialist nursing service in some areas, accessed by referral from an NHS Health Care Professional.
- Following a patient visit, our nurse will document the outcome and send a letter to the referring Health Care Professional.

SCRIPT-EASY[®]

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