



My Health @ EU
eHealth Digital Service Infrastructure
A service provided by the European Union



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Frequently Asked Questions (FAQ)

PHARMACIES



Parceria:



1. In which pharmacies is the service available?

At the moment, the service is available in 36 pharmacies in the municipalities of Loulé, Lisbon and Porto, and the list of pharmacies is available on the website A Minha Saúde @ UE – SPMS (min-saude.pt) > "Services". Subsequently, the service will be available in all pharmacies of the national territory.

2. I am a pharmacist and would like to know which countries are involved in the project.

The countries involved in the project and already in operation are the following:

- Countries that allow the sharing of electronic prescriptions of national citizens for electronic dispensing in other countries: Finland, Croatia, Estonia, Spain and Poland.
- Countries that allow the dispensation of electronic prescriptions for foreign citizens: Finland , Croatia, Spain and Estonia.

For instance:

- The Portuguese citizens can travel to Finland, Croatia, Estonia, Spain and Poland, and benefit from electronic medication dispensing services;
- Finnish, Croatian, Spanish and Estonian citizens have the electronic dispensing service available in Portuguese pharmacies;

3. How the foreign patient is identified at the pharmacy?

The identification of a foreign user is carried out through their national identification card or passport.

4. If the user does not carry an identification document, is the pharmacist allowed to enter the data provided orally by the user into the system?

No, it is mandatory to present an identification document.

5. How should the pharmacist proceed if it is not possible to uniquely identify the user?

The pharmacist does not dispense medication and directs the user to a health unit, in order to obtain a national prescription for access to medication.

ELECTRONIC PRESCRIPTION



6. How should the pharmacist proceed if it is not possible to access the foreign citizen/patient's electronic prescriptions?

The pharmacist should, similarly to what happens at a national level, contact the dispensing software supplier.

7. The choice of prescription/line of medication to be dispensed is made by the patient. How should the pharmacist proceed if, with the information available, it is not possible to identify the medicine to be dispensed?

If constraints occur during the prescription search or during the identification of the medicines to be dispensed, the pharmacist should not carry out the dispensing. Instead, it must refer the patient, if applicable, to a health unit, to obtain a national prescription for access to medication.

8. How should the pharmacist proceed if he cannot safely and reliably identify the medication to be dispensed?

If it is not possible to reliably identify, the pharmacist should not dispense the medicine. Instead, it must refer the user, if applicable, to a health unit, to obtain a national prescription for access to medication.

9. How does the medicine prescribed in the country of origin match those marketed in Portugal?

The correspondence of medicines between Member States is carried out using the ATC code (Anatomical Therapeutic Chemical Code). After the identification of the ATC, the system will provide a list of National Code for Electronic Prescription of Medicines, which can be dispensed in relation to the ATC code sent by the country of origin of the prescription.

10. What is the ATC code?

The ATC code (Anatomical Therapeutic Chemical Code) corresponds to an international classification for medication, cataloging them into levels and sub-levels according to the organ or system on which they operate. In addition, they are cataloged according to their chemical, pharmacological and therapeutic properties.

11. Is it possible to cancel the dispensation of medications?

No, the cancellation service is not yet available.

12. Can I pick up more than one medication in the same dispensing act? And two units of the same medication?

No, it is only possible to dispense one medication at a time. If it is necessary to carry out a second dispensation, the pharmacist must initiate the process in the computer system, through the identification of the patient/citizen. However, it is possible to dispense more than one pack of the same medication in the same dispensing act.

13. Is it allowed to collect the prescription of all medications?

No. Some groups of medications may not be available for cross-border dispensing, namely: psychotropics and/or narcotics, and compounded medication.

Additionally, there is the possibility that some medications cannot be picked up, according to the legislation of the patient's country of origin.

14. If there is not a package with enough quantity to fulfill the prescription indication, are the national rules maintained? That is, can I dispense the number of packages necessary in order to comply with the prescribed therapy?

Yes, as with national prescriptions, it is possible to dispense more than one unit of the same medication, in order to comply with the prescribed therapy.

Example: Initial prescription of 80 units. The pharmacist can dispense 4 packs of 20 units. If the 4 packages are not dispensed in order to make up the prescribed 80 units, on the prescription side, the dispensation of the 80-unit package is marked.

15. Is it possible to pick up a medicine with a different dosage than the one prescribed?

Dosage changes are not allowed.

16. Is there room for co-payment for foreign patients?

There is no provision for the allocation of direct reimbursement at the pharmacy.

For more
Information:

SPMS  www.spms.min-saude.pt/a-minha-saude-na-europa/

SNS  www.sns.gov.pt/cuidados-de-saude-nao-programados/

SNS 24  www.sns24.gov.pt/guia/a-minha-saude-na-europa/



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