

Community Pharmacy Transfers Guide

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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 Health New Zealand Te Whatu Ora (Health NZ) that draft and maintain the contracts between the Health NZ and service providers (ie, Community Pharmacy).
BSS Helpdesk	Business Support Services Helpdesk; a unit of Sector Operations Group at Health New Zealand Te Whatu Ora (Health NZ). 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 Health New Zealand Te Whatu Ora (Health NZ) 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 Health New Zealand Te Whatu Ora (Health NZ). 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 12-14. 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.
- **Communication with regional pharmacy commissioning lead** Confidential discussion around the requirements of a contract, and which extra services may be required by the District in your area.

2. Pharmacist informs regional pharmacy commissioning lead of decision to proceed or halt process

- Discussion around contract options available to the pharmacist.

3. 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.

4. Applications processed (see flowcharts for more detail)

5. Contract between District and Pharmacy Owner(s) signed

6. Process finalised

- Pharmacy can now claim for service.

Exiting Owner (selling or closing)

1. **Ideally notify the regional pharmacy commissioning lead 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; bsshelpdesk@moh.govt.nz).
 - If closing – ensure regular patients (and especially LTC patients) have their records transferred to their chosen pharmacy.
4. **Make arrangements for the 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. Health Provider changes

The Identity and Eligibility team maintains the Health Provider Index (HPI), issues HPI identifiers and issues credentials for accessing HIP applications (NHI, HPI National Enrolment Service (NES), MWS, etc).

Application Access requests for all new pharmacies and for all changes of ownership should be sent to NHI_Access@tewhatuora.govt.nz. On receipt the team will:

Application is via two forms for:

1. for NHI (using Simple Object Access Protocol (SOAP) API)
2. for NHI, HPI and NES (using Fast Healthcare Interoperability Resources (FHIR) APIs).

The application forms are available from your pharmacy management system (PhMS) vendor, or email NHI_Access@tewhatuora.govt.nz.

Credentials are issued to each organisation that runs a separate PhMS. Where a PhMS is shared across multiple pharmacies only one set of credentials is issued.

Changes: inform HI_Provider@tewhatuora.govt.nz when there are changes in a pharmacy's:

- company registered legal name
- trading name
- street address
- contact details, eg, phone, email (not a person's name)
- closure.

New Pharmacies that share a PhMS with an existing pharmacy should inform HI_Provider@tewhatuora.govt.nz with:

- registered legal name of organisation that will own/manage/operate the facility
- name of the facility
- street address of the facility (and any other info such as building name if relevant)
- contact details, eg, phone, email (not a person's name)
- type of facility, eg, pharmacy, mobile vaccination site, etc
- the name of the pharmacy it will share a PhMS with.

For further information see [HPI information for health providers](#).

2. Sale and Purchase Agreement

- Ensure the Sale and Purchase agreement accurately reflects the intentions of both parties with respect to any payments or recoveries.

3. 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

1. Regional pharmacy commissioning lead

(Note: this section is to be updated by individual regions)

Name:

Email:

Contact Phone:

Mobile:

2. Medicines Control

Medicines Control

Medsafe

Ministry of Health

PO Box 5013

Wellington 6140

Phone: 04 816 2444

Email: medicinescontrol@health.govt.nz

3. BSS Helpdesk

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

4. Ministry of Health Connected Health Certified Products

To discuss your access requirements to Health NZ systems, please contact the online Helpdesk on 0800 505 125 > Option 4 > Option 1, or go to [Connected Health](#)

5. Agreement Administration

Sector Operations

Health New Zealand |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

6. Community Pharmacy enquiries

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

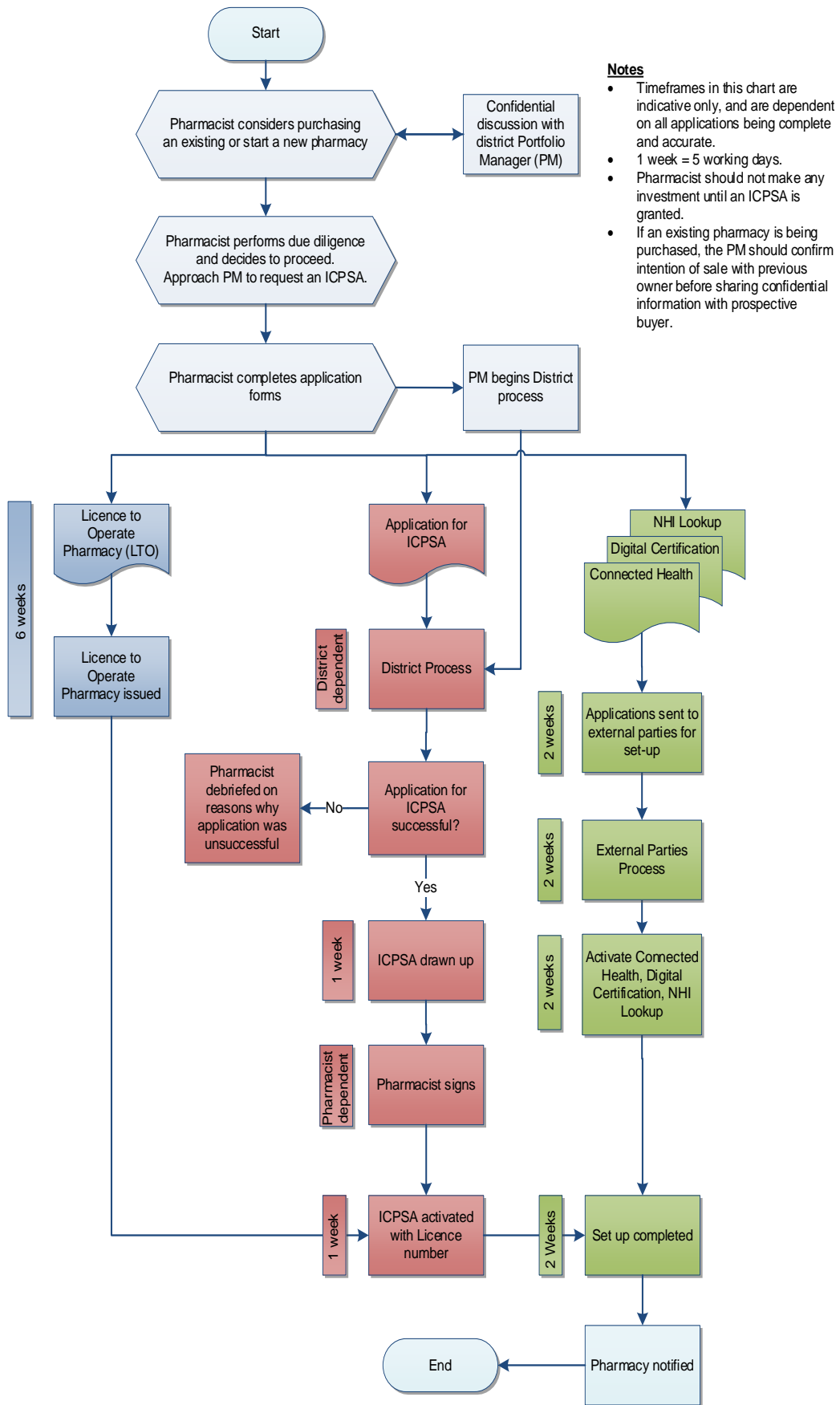
Pharmacy Team

Health New Zealand |Te Whatu Ora

PO Box 793, Wellington 6140

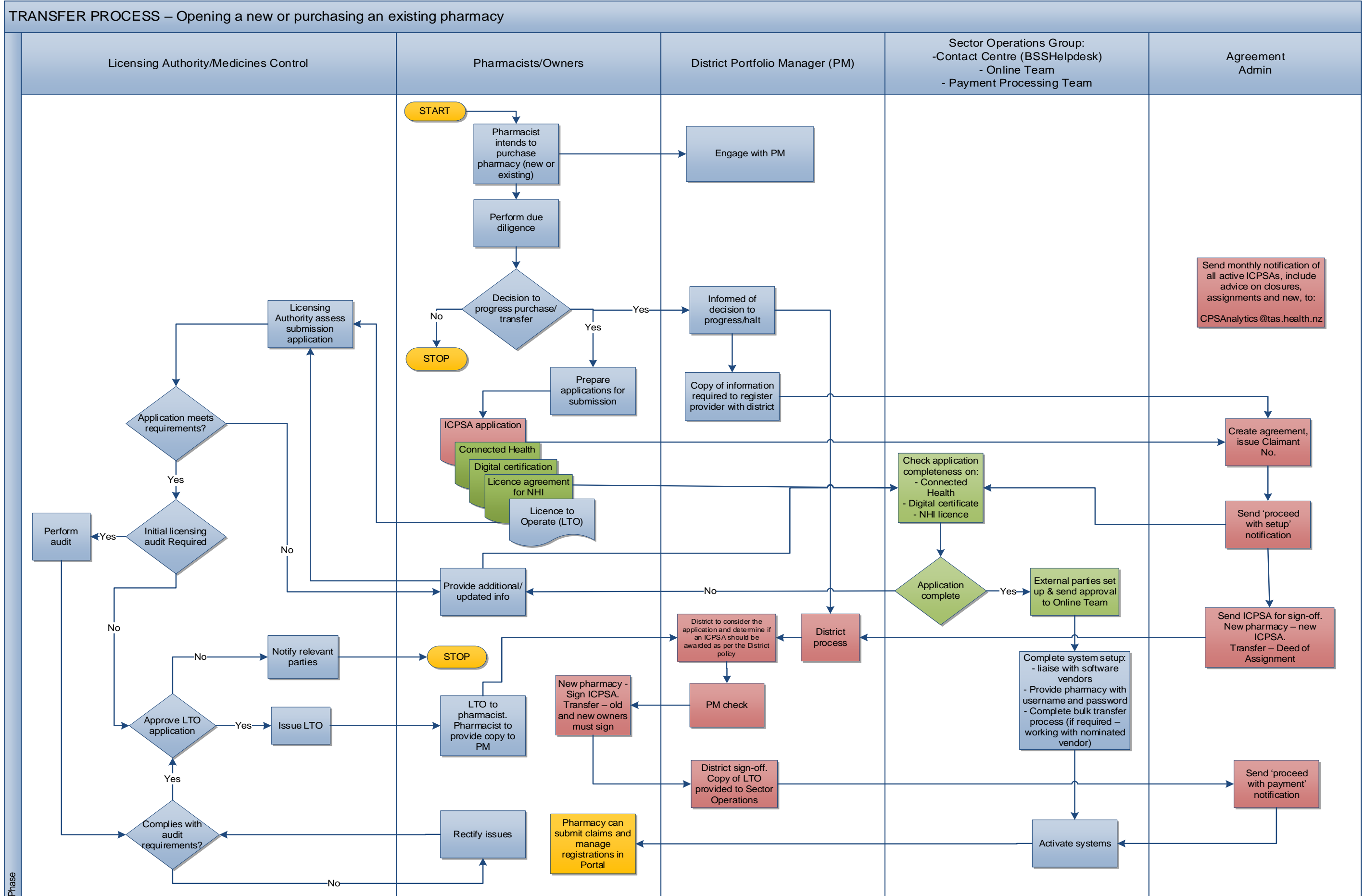
Email: pharmacy@tewhatauora.govt.nz

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)



Phase

Transfer Process - Closing (Flow Diagram)

