ARNOLD & MARIE SCHWARTZ COLLEGE OF PHARMACY AND HEALTH SCIENCE
LONG ISLAND UNIVERSITY
INTERNATIONAL APPE

Community Pharmacy in Vienna, Austria

Vera Berman
Class 2018
Fall 2017

VINDOBONA APOTHEKE
SEIT 1910

Pharmacies in Austria

Community pharmacies (2016): **1.217**

Subsidiaries: **18**

Hospital pharmacies: **46**

Dispensing doctor`s: **962**

NATÜRLICH
& STRAHLEN
NEOVADIOL
LYSIVIR
CHINESISCHES
ENTGIFTUNGSPFLASTER
Bepanthen
BIODERMA
BIODERMA
BIODERMA
Thermoval

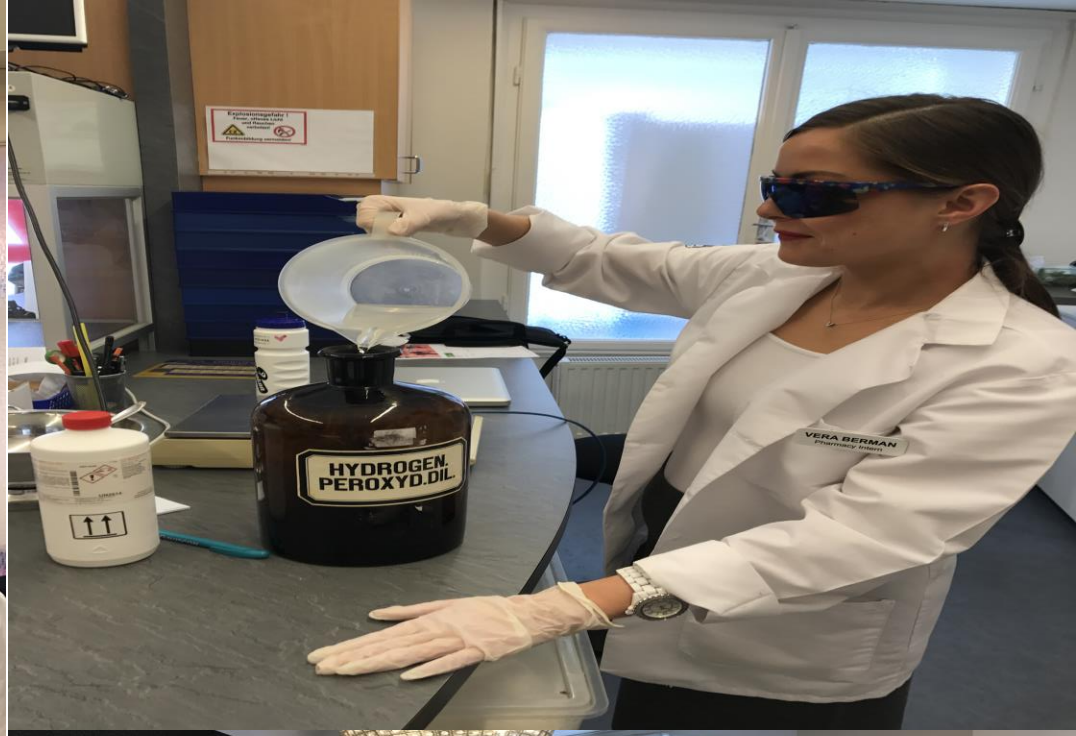
Primavera
Das Qualitätssiegel für 100 % naturreine ätherische Öle
Schnupperbar
LEATON
Immun-4-4
Tussamag HUSTENTEE
ThermaCare

Services offered by pharmacists

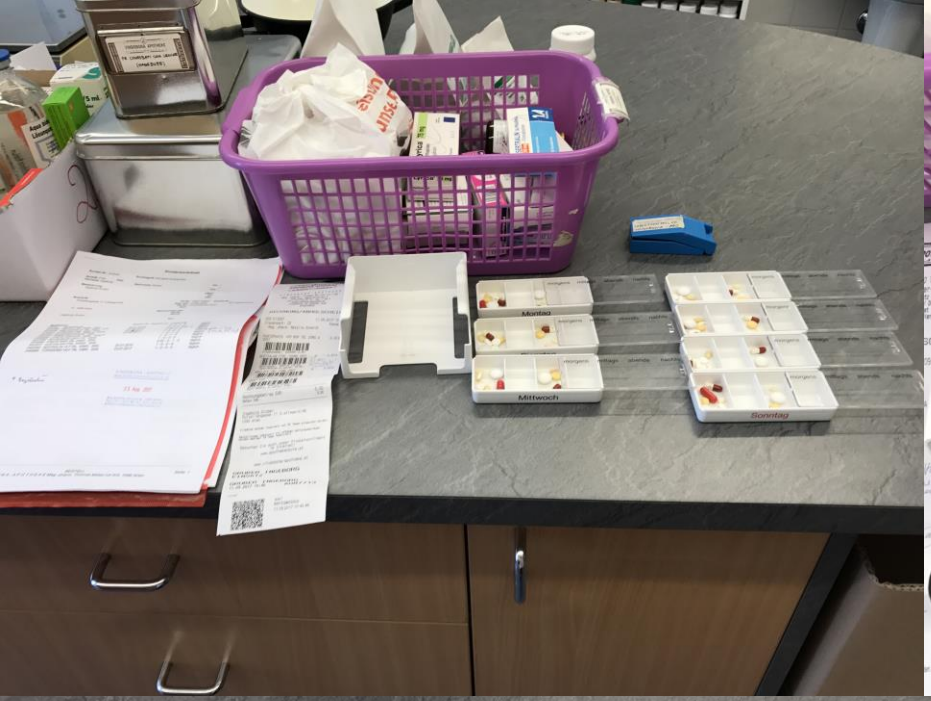
- Distribution of pharmaceuticals
- Production of pharmaceutical‘s (magistral preparations),including preparation of weekly pill boxes.
- Various checks: prescription drug interactions, adverse effects.
- Customer/Patient counseling of prescription and non-prescription medications including smoking cessation, vaccinations, travel healthcare, diet, exercise, transition to a healthier lifestyle.
- Health care: measurement of blood pressure, blood sugar, weight and abdominal girth, venous and lung function check-up
- Addictive drugs substitution initiatives (methadon program etc.)
- Electronic prescription billing, stock management

Paraffinum liquidum
GLYCEROLUM
Ultraphil®

EX


HYDROGEN.
PEROXYD.DIL
VERA BERMAN

Xylitol


Montag
Mittwoch
Sonntag

TABLETTENTEILER
VINDORONA - APO
Montag
morgens
mittags
abends
nachts

morgens
mittags
abends
nachts

Montag
Dienstag
Mittwoch
Donnerstag
Freitag
Samstag
Sonntag

Night and weekend services

- More than 300 pharmacies are on call throughout Austria each night and weekend
- Each pharmacy takes its turn to be on call for a 24/7 schedule, several times a month
- In scarcely populated areas, few pharmacies are on call every night
- This high level of service is not paid for by the public, but is instead made possible by the collective pharmacies.
- In total, on-call services cost pharmacies some EUR 33 million per year

Service number 1455 is available 24h, 365 days a year

APOTHEKEN RUF 1455

Establishment of a new Community Pharmacy

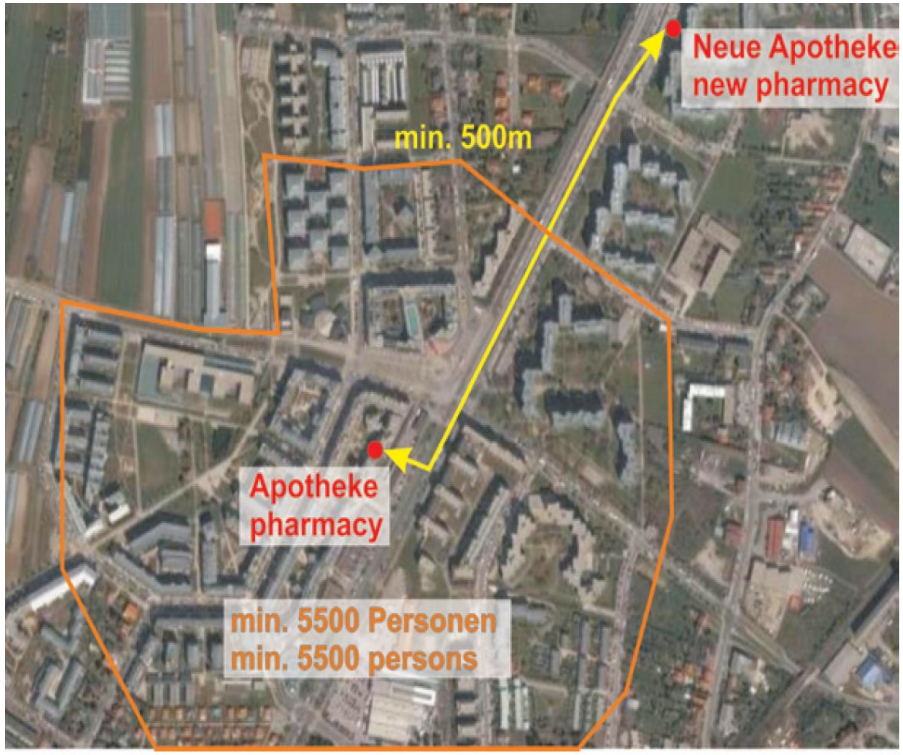
Personal requirements

- Austrian citizenship or one from another EEA - member state or Switzerland
- Professional qualification: University degree and 1 year practical training with an exam
- Management permit: at least five years of working experience in a pharmacy
- Full legal capacity
- Reliability
- Good state of health
- Excellent command of the German language

Establishment of a new Community Pharmacy

Material preconditions

- A physician must have his permanent surgery within the community
- Distance of at least 500m to the next pharmacy
- 5.500 persons to be supplied by each of the individual pharmacies
- If a dispensing doctor is affected, at least two general medical doctors contracting the health insurance agencies have to have to be available for permanent surgery in the



According to the applicable demand-oriented system, there have to be at least 500m between two adjacent existing pharmacies

1 = 1

1 Pharmacist = 1 Licens

A license to run a pharmacy is issued only to a person who becomes the responsible party

1 License = 1 Pharmacy

Each pharmacist is allowed to own ONE pharmacy (NO CHAINS)

The Pharmacy: business enterprise

☺ Sole-proprietorship
☺ Partnerships:

ONLY if the pharmacist is:

☺ exclusively and personally in charge,
☺ and owns more than 50%

☹ No incorporated companies (☺ participation up to 50%)

⇨ **No chains !**

A dense network supply and demand

- Demand- oriented assumptions
  - as condition for opening a new pharmacy
- 1 Pharmacist = 1 License
- Drugs can only be sold through a pharmacy
- Government regulates prices for drugs
- No self-service with the drugs in the pharmacy
- No Prescription medications mail-order & delivering services (ONLY OTC!)

Prices for Pharmaceuticals

Prices for drugs are fixed by the Federal Ministry of Health or notified by the industry

i.e. factory price FAP (+ Central association for Austrian social insurance institution!)

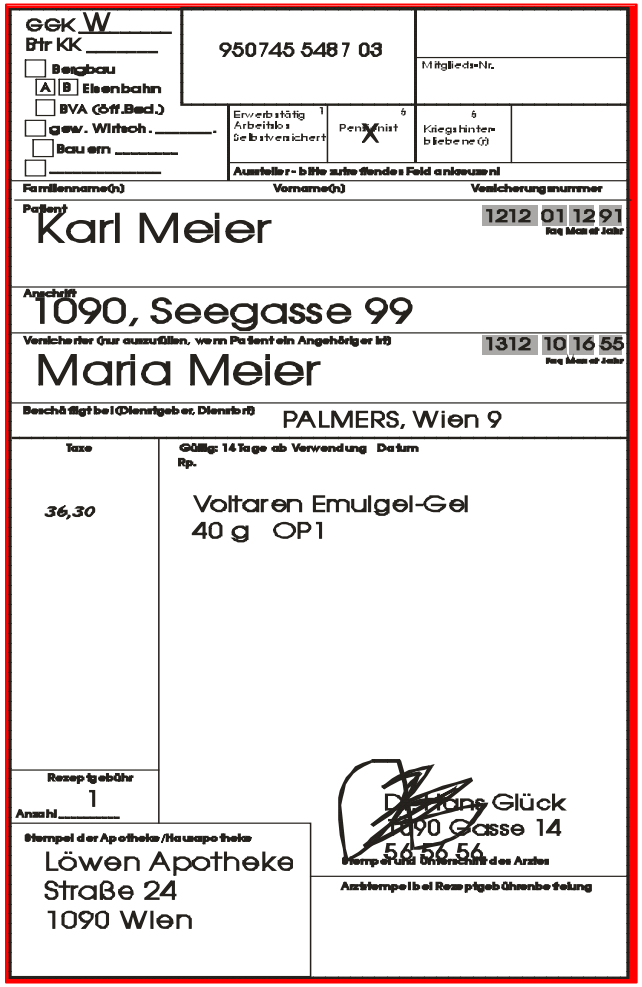
maximum margins regulated by law for wholesalers
= pharmacy purchase price
AEP
maximum margins regulated by law for pharmacies
= pharmacy retail price AVP

Prescription Settlement in Austria

- **Pharmaceutical Salary Fund**:
  Single point of contact between the Social Security Agencies and pharmacies

- Salary Fund presents one **single bill per month**; this serves as technical interface
- Salary Fund receives **all data electronically** regarding:
  - patient (insurance number)
  - products dispensed (pharm. central no., trade name, pharmaceutical form, dose etc.), magistral preparations
  - price, prescription fee, exemption from fee, VAT, etc.
  - prescribing physician (contract party number)
  - pharmacy (all settlement data of the respective pharmacy)
  - statistical data

Prescriptions in Austria


GGK W
Btr KK
Bergbau
A B Eisenbahn
BVA (Off.Bed.)
gew. Wirtsch.
Bauern
950745 5487 03
Mitglieds-Nr.
Erwerbstätig Arbeiter Selbstversichert
Pensionist
Kriegshinterbliebene(r)
Familienname(n) Vorname(n) Versicherungsnummer
Patient
Karl Meier
1212 01 12 91
Anschrift
1090, Seegasse 99
Versicherter (nur auszufüllen, wenn Patient ein Angehöriger ist)
Maria Meier
1312 10 16 55
Beschäftigt bei (Dienstgeber, Dienstort)
PALMERS, Wien 9
Taxe
36,30
Gültig: 14 Tage ab Verwendung Datum
Rp.
Voltaren Emulgel-Gel
40 g OP1
Rezeptgebühr
1
Anzahl
Dr. Hans Glück
1090 Gasse 14
54 56 56
Stempel der Apotheke/Hausapotheke
Löwen Apotheke
Straße 24
1090 Wien
Stempel und Unterschrift des Arztes
Arztstempel bei Rezeptgebührenbefreiung

- All data processing and evaluation features for Social Security Agencies in regards to:
  - Prescribing physician
  - Pharmacy
  - Medical product
  - All combinations
- As of 1 January 2005 fully electronic settlement system realized in all pharmacies.
- Total prescription data acquisition realized by pharmacies (at closest point possible in time to start a therapy)

E-CARD

- Since 2006 electronic settlement of services has been accomplished by the E-CARD accepted by Physicians and Pharmacists
- Electronic data reconciliation between the medical product prescribed and the one dispensed is now possible!
- Future: ELGA electronic

Features: Medications are delivered via robotic system;

Time for good advice/counseling (saves customers time with innovation)

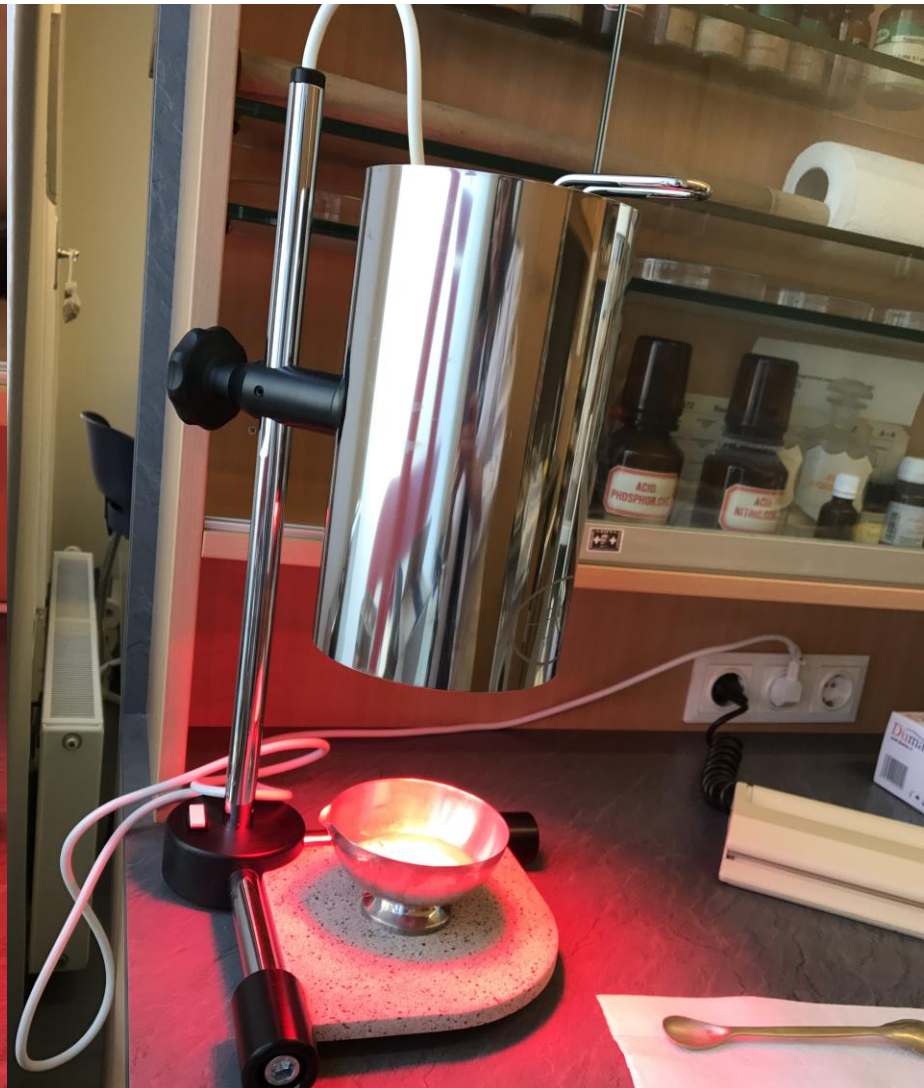
Verfalldatum 11 - 2019
72 04155

Features:

Mixer for ointments, creams and etc.

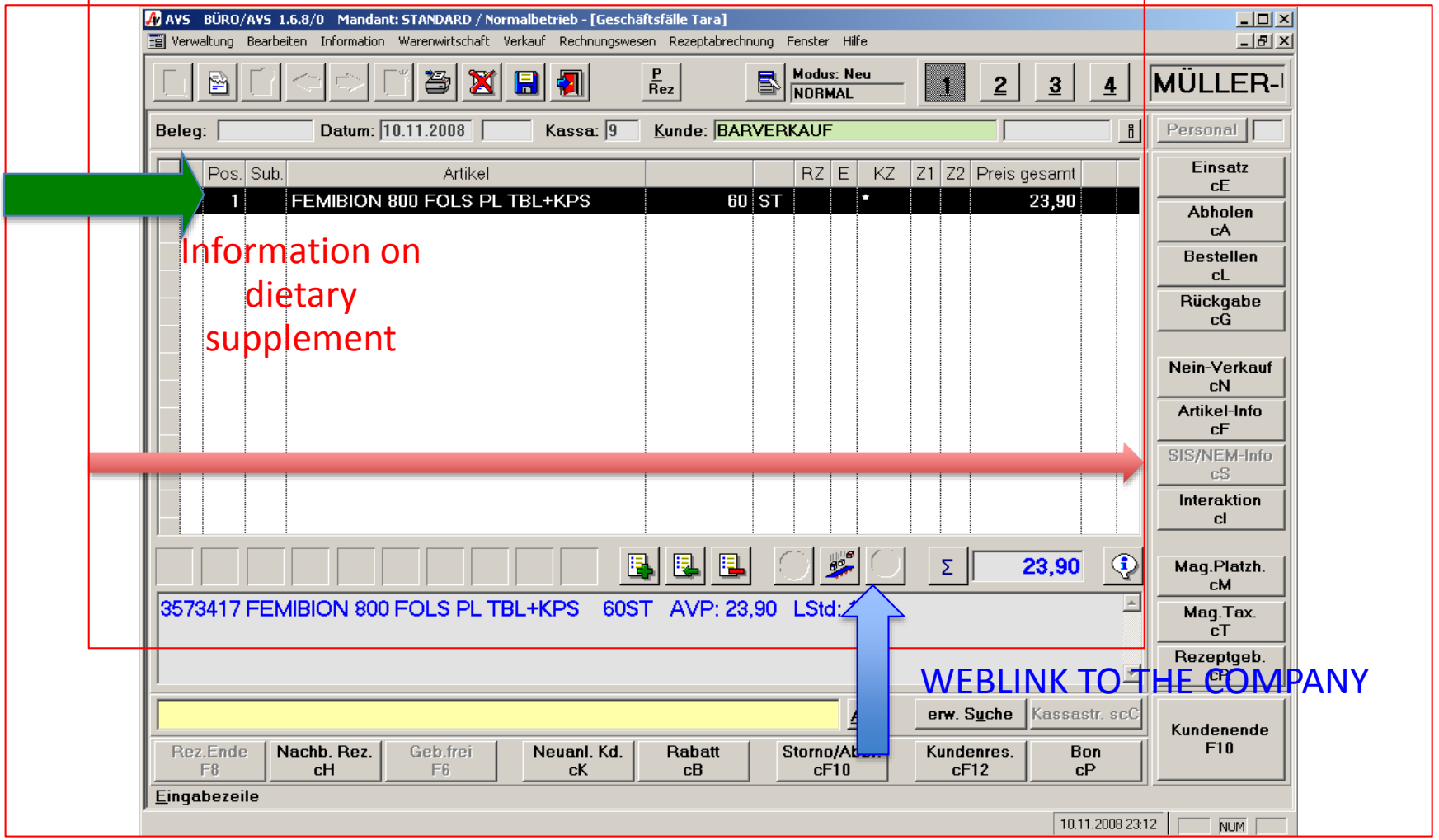
Features:

Heating machine for ointments, creams, and etc.

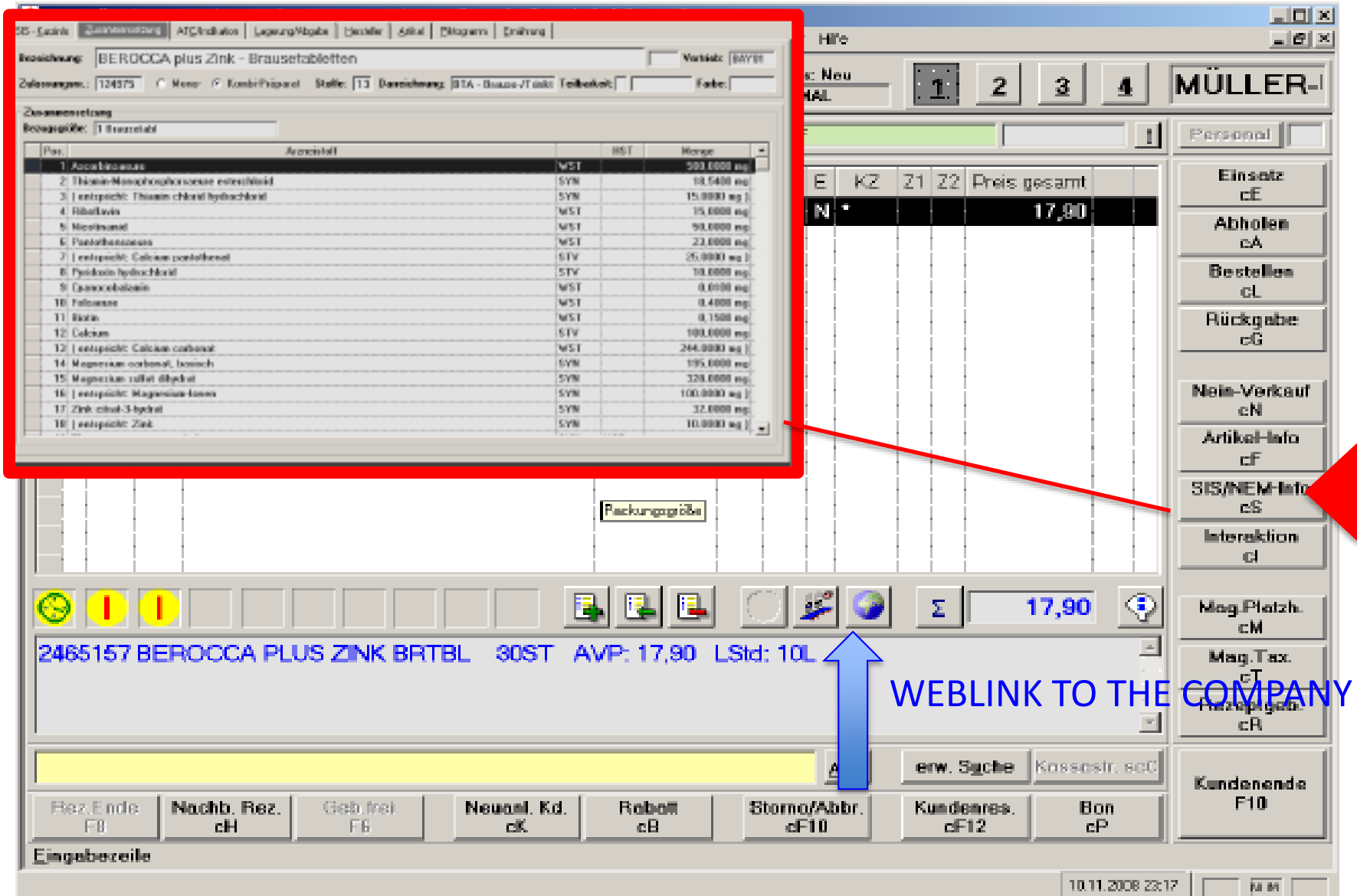


Features: New Marketing Concepts

Product Information directly on the POS (point-of-sale)



Product Information directly on the POS



Product Information directly on the POS

Weblink to the company – designed by the company – made it for pharmacists

Many thanks to Thomas Muller- Uri / Vindbona Apotheke for teaching me so much and treating me as part of their family ☺.

Thank you for your attention