

## Acceptance of New Patient in the Program (PROC-01-2020)

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### A. Receipt of Request

1. Each and every beneficiary has to have an application filled by one of the program's servants.
2. Patients showing need and interest in joining the program shall request verbally their intention and provide the medical account officer or any contact person with his/her address and phone number.

### B. Field visit and Interview

1. The account officer communicates the received address and available details to the filed officer in order to call the patient, inquire about the place of residence and agree upon suitable date of visit.
2. Account officer/Field Officer performs the field visit at the patient's place of residence (mandatory requirement) in order to fill the medical application. It is to be noted that the Account Officer/Field Officer has to lead the interview and make sure he/she gets full knowledge about patient's social, medical and financial aspects, respecting patient's privacy.
3. Account Officer/Filed Officer has to sign the application to ensure that he was present at the time of filling the application and holds the responsibility for the relationship with the potential beneficiary. Similarly, potential beneficiary has to sign the application holding responsibility for the information communicated. In case any of the communicated information was proven to be misleading in the future, potential beneficiary holds full responsibility for application dismissal.
4. The Account Officer in coordination with the Field Officer have to prepare a filed visit report describing the situation of the beneficiary and a summary of the obtained information during the interview.

### C. Board Decision

1. Only Medical prescriptions have to be presented to the assigned physician in order to approve it. The risk pertaining in such a process is to include medicines not relating to the beneficiary him/herself; hence the physician is the first line of defense against such an abuse and the pharmacist bears the responsibility of the second line of defense against such behavior.
2. Physician reviews the prescription and approves chronic medication only, except for exceptional cases where the potential beneficiary really cannot afford to purchase the rest of the medication.
3. Following Physician's approval, all other required documentation stated in the application form, besides field visit report have to be obtained prior to submitting the file to Spread Life Board for review. Most importantly, photocopied ID, Medical Prescription & Signed Application form have to be presented to the Board, through E-mail.
4. The Board members review the application in the presence of the Account Officer in order to take the decision. The board has the authority to partially subsidize patient's entire medication or reject it. The decision is taken mutually between the Board members on a majority principle basis.

### D. Application of the Decision

1. Following Board's approval, Account Officer communicates the medical prescription to the Pharmacist in order to provide him/her with an invoice showing the cost of the new patient's medicine.
2. The invoice is then sent to the Financial Officer in order to include it in the budget.
3. From this step onwards, the patient's name will be included in the monthly medical sheet and he/she will benefit from monthly medical aid.
4. The Account Officer communicates the decision to the new patient. In case of rejection, the Account Officer does not have the liability to inform the new patient about the reason.

5. The new patient will start to receive his/her medicine regularly the following month. It is worth mentioning that the medicine request is sent to the Pharmacy every 15<sup>th</sup> of the month; thus in case the above mentioned procedure was finalized prior to the 15<sup>th</sup> of the month, then the new patient will start receiving his/her medicine at the end of the current month. While in case the above mentioned process was finalized after the 15<sup>th</sup> of the month; thus the new patient will start to receive his/her medicine at the end of the following month.
6. The Account Officer has to hand his contact card showing his number to the new patient to contact him whenever needed.