

<b>Title</b>	Chronic Dispensing Unit (CDU)
<b>Organisation</b>	Department of Health, Western Cape Province
<b>Innovation</b>	<p>The outsourced service collects prescriptions from health facilities, dispenses the medicines into temper-evident patient-medicine parcels identified with outer labels, and delivers the to the facilities where the patients collect them. It also provides detailed reports to promote effective health planning. By using sophisticated technology in factory-type environment, the service performs repetitive processes for a large number of chronic prescriptions at speed using efficiencies only available in the private sector, enabling the Department's staff to focus on their core business which is patient care. The scarce pharmacy resources are utilised maximally in the CDU to ensure equal outputs.</p>
<b>Impact</b>	<p>The CDU is dispensing an average of 340 000 prescriptions per month for almost the whole province. It is relieving the scarce pharmacy personnel off the tedium of preparing the medicines for dispensing, enabling them to spend more time on direct patient counselling. It is providing patients on ARV medicines with their medicines at their adherence clubs and providing them with multiple-month parcels of medicines when traveling to other provinces for extended periods. The following are areas where there were significant improvements:</p> <ul style="list-style-type: none"> <li>• Patients who previously did not collect medicines because of long waiting times, now do obtain and take treatment.</li> <li>• Waiting times have decreased significantly.</li> <li>• Patients who are employed no longer have to take a day's leave to collect their medicines.</li> <li>• Medicine cost savings have been effected by the highlighting of automatically re-prescribing medicines which the patient no longer needs, and by demonstrating over-prescribing as a direct result of the CDU innovation.</li> </ul>