

Fact Sheet for Healthcare Professionals

What does TheSocialMedwork do?

We facilitate access to medicines that are not approved or available in your country but are already approved somewhere else. We aim to reduce the stress and complications that come with international sourcing and logistics. We also ensure that all documentation is in order and that you stay informed, every step of the way. Instructions on what information must be included in your prescription are outlined later in this document.

Do you sell medicines?

No, TheSocialMedwork acts as a medical intermediary that helps patients and healthcare professionals to obtain the medicine they need.

Is this legal?

Yes. TheSocialMedwork is registered with the Dutch Ministry of Health in The Hague as an independent medical intermediary, registration number 6730 BEM. We work within the individual patient import regulations (aka Named Patient Import basis) which allows access to new medicines for individual patients. Most countries have a specialised regulation that enables patients to have early access to medical treatment before the medicines have been approved in their own country. This option is named differently in each country and we have specific laws or regulations to which we abide.

What does this mean to me?

As a healthcare professional you may already be aware that you can prescribe medicines that are not yet available or approved for use in your country, and the Named Patient Import basis can be used to access them. Our goal is to give you the information you need about the latest global medicine innovations so that you will be able to make an informed decision on whether to prescribe elsewhere approved medicines for your patient's treatment.

After the medicine is prescribed our focus is to deliver the medicines as quickly and safely as possible, for the lowest price, while handling all the associated logistics and regulations so your patient can continue their course of treatment under your direction.

What information can TheSocialMedwork offer me?

Since keeping up to date on the latest global medicine approvals can often be challenging, we aim to provide you with key information from official sources on clinical trials, recommended use, regulatory approvals, manufacturer information and more. You can also speak directly with our team of pharmacists, scientists and doctors.

Where do these medicines come from?

We source original/genuine medicines from their official manufacturers and suppliers, no matter where they are located in the world. This ensures that patients always get the prescribed medicine, in the right dosage, and for the best possible price, as quickly as possible.

Is my patient's information secure?

All personal information will remain confidential as per the General Data Protection Regulation (GDPR) in the European Union. Furthermore, we use a variety of technical and organisational security measures, including encryption and authentication tools, to maintain the safety of all personal data.



Is the Named Patient Service secure?

From the producers and suppliers to the couriers and other intermediaries, all our partners are compliant with the international Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) standards. We perform quality assurance on each company involved in getting genuine medicines safely from the manufacturer to your door.

My patient wants to order through TheSocialMedwork

Order inquiries can be made online, by email or over the phone. Once an inquiry is made, we find out which of our suppliers offers the lowest possible total cost for your patient in the least amount of time, then we will provide a cost breakdown. Upon receiving this information, your patient can place an order through our support team.

What do I need to include in the prescription?

Each prescription must contain:

- Patient's name and date of birth
- Name of the medicine and dosage
- Required quantity
- Doctor's name and signature
- Doctor's registration number and/or stamp

If possible, please write the prescription in English or have it translated and signed by you.

My patient wants the medicine delivered to my office/clinic/hospital pharmacy

All imported patient medicine will be dispensed via a partner pharmacy but special arrangements for final pick-up point can be made on a case-by-case basis. Please note that some countries require an import license for these medicines, so we will inform your patient or their participating pick-up point if this is required.

Where are you located?

TheSocialMedwork is headquartered in Amsterdam, The Netherlands.

I want to stay informed

Our in-house doctors, pharmacists and support staff are very happy to refer you to the latest information on these treatments and share the anonymised insights they've gained from their experience with patients and healthcare professionals facing similar concerns about importing medicines.

We are happy to provide any further information you might need. Our staff speak over 15 different languages so please don't hesitate to contact us on the following:



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