



Pharmacist for the Medicine Marketplace F/M

Médecins Sans Frontières (MSF) is an international medical humanitarian association, created in 1971, which provides assistance to populations whose lives are threatened as a result of armed conflict, epidemics, natural disasters, or lack of access to care. Today, MSF is present in more than 60 countries around the world.

To cover a new position, we are looking for a Pharmacist for the Medicine Marketplace.

Mission

Under the head pharmacist's supervision, she/he will ensure the dispensing process within the medicine marketplace.

Background

In many countries where MSF intervenes, particularly in Sub-Saharan Africa, there is a lack of availability of quality medicines at affordable prices. The shortages affect all categories of patients, including the patients suffering from non-transmittable diseases such as cancer, cardiovascular or mental health diseases, as in the last decades, the non-communicable diseases have taken a larger share of the disease burden in the low and middle-income countries.

In many cases, the availability of diagnostics tests and of follow-up by a medical doctor (or a physician assistant with prescribing capacities) is better than the availability of quality drugs at affordable prices. Because of this difference, many patients simply don't have access to the medicines they are prescribed, while other individual patients with the required financial capacities purchase their medicines abroad, mainly when traveling or by using other travelers as carriers.

A theoretical feasibility study has been carried on and identified that **an online not-for-profit medicine sale platform** could improve the access to NCD medicines in some African and Middle-East countries and become a tool for advocacy on the topic. The next phase is a real-life proof of concept pilot. The sale platform would be funded and managed by MSF and its services would be free-of-charge for the patients, while the medicines would be sold and shipped to them by third-party suppliers. The website will be developed and maintained by a third-party agency.

Objectives

The pharmacist will be responsible for quality improvement activities related to dispensing process that fall under the medicine marketplace responsibilities. She/he will ensure the authentication of prescriptions and compliance with the regulations of the country where the medication will be shipped. Additionally, she/he will ensure that prescribed medication dosages are adapted for the patient and that there are no contraindications based on the information provided by the patient during the ordering process or any interactions with other medications the patient may be taking.

In certain cases, she/he will conduct counseling sessions with patients and communicate with prescribers as necessary.

The pharmacist will adhere to procedures defined on purpose for the Marketplace activities. As the activities of the marketplace expand, she/he may also supervise pharmacy technicians.

Main responsibilities:

- Ensure the dispensing tasks that fall under the Ecommerce platform are performed accurately and timely in compliance with prescriptions and regulatory standards
- Verify the authenticity of prescriptions and ensure alignment with patient needs and medical history
- Analyze the medication orders, identify potential drug interactions, and if necessary, provide counsel on medication use and side effects
- Address patient inquiries and concerns regarding prescribed medications, dosage instructions, and adherence strategies
- Communicate effectively with patients or doctors to facilitate and ensure continuity of services
- Follow and maintain adherence to established pharmacy procedures, and regulatory requirements to ensure patient safety and pharmacy compliance
- Provide the relevant dispensing information to the organization (third party) responsible for the sale of medications.
- Provide supervision, guidance, and support to pharmacy technicians in their daily activities (according to volume of activities)
- Contribute to quality improvement initiatives to ensure safe dispensing of treatments to patients and optimize the platform's services
- Contribute to quality issues and dispensing process errors analysis and shooting
- Contribute to the general improvement of the online platform

Professional skills

Education/experience:

- Doctor of Pharmacy (Pharm.D.) degree from an accredited pharmacy program
- Minimum 3 years' experience as a pharmacist in a community pharmacy
- Strong understanding of pharmacology & medication therapy
- Proficiency in medication dispensing processes (prescription verification, and drug utilization review)
- Strong attention to details and accuracy in medication dispensing, dosage calculations, and patient medication profiles
- Empathetic approach to patient care
- Commitment to maintaining patient confidentiality & ethical standards
- Working experience in African countries
- Proficiency in Microsoft Office, including Excel and Word
- Experience in an Online Pharmacy is an asset.

Languages: Excellent communication skills, both verbal and written: English and French fluency level C1.

Specifics of the position

Status: CDD - full time 5 months renewable.

Managerial position, Location : in country with MSF representation but with the possibility to work according to Central European Time zone and ability to travel.

Salary conditions: According contracting section Médecins Sans Frontières

Expected starting date: December 2024

Our wish is to promote inclusion and diversity. We also wish to improve the representation of people with disabilities in our workforce.

Type of Contract : Fixed-term contract

Salary (€) : Selon la section contractuelle de Médecins Sans Frontières.

Deadline for submitting applications : 20/11/2024