

# How to Provide a Safe Prescription Delivery Service



A prescription delivery service has a lot of important steps to follow – both from a regulatory standpoint and to ensure that the medicine is safeguarded throughout its journey.

Learn how you can provide a safe and reliable medicine delivery service with the right shipping provider – from the right packaging, to reliable transport, to a safe delivery.

Here are 8 key considerations for a safe prescription delivery.

## 1 Ensure you have the right support for compliant prescription delivery.

There are many regulations that must be met for prescription deliveries that vary province-by-province. Provide a safe delivery by working with an experienced, reputable shipping provider who understands and abides by all the different provincial regulations.



Involvement in medical testing? Learn 3 ways to avoid regulatory compliance mistakes. [Read article.](#)



## 2 Work with a delivery partner that has a vast network across Canada.



More frequently, patients are expecting to receive medication directly to their home address, rather than going to the pharmacy. Work with a delivery provider that has a large network to ensure the best coverage for last-mile deliveries.

### Make medication accessible for all.



About 66% of Canadians live within 100 km of the U.S. border, where transport is easy to find. But, there is one-third of Canadians who live further, often requiring an extended network for reach.

## 3 Use a delivery partner that offers specialized services for temperature-sensitive shipments.

Not all medications need temperature control, but when they do, it's essential they remain within a temperature range to protect their effectiveness and safety. An experienced delivery provider can educate you about specialized services available, such as gel packs or reefers.



### Use the right transport for medication.

20% of temperature-sensitive products are damaged during transport due to temperature changes.



## 4 Ensure your prescription packaging meets the required standards.



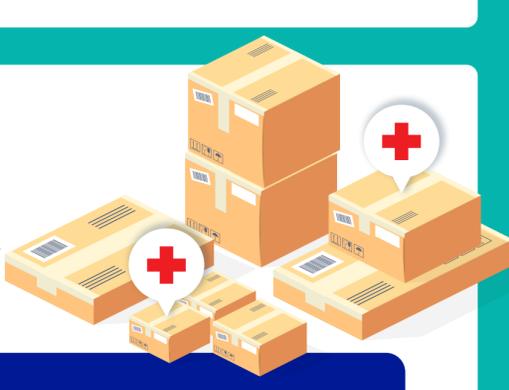
Prescription packaging is highly regulated, requiring specific information on labels and inserts. Plus, they need to be tamper-evident with the option of blister packs, arthritic caps or child-resistant lids.



Learn the best shipping and packaging practices for medical supplies logistics. [Read article.](#)

## 5 Use nondescript outer packing to deter theft.

Some medicines can be susceptible to theft due to their lucrative street value and addictive ingredients. Use plain, non-branded outer packaging that shows no sign of its contents and use bubble wrap or other “sound-proofing” protection for medications that rattle.



### Use packaging to provide last-mile safety for medication.

More than half a million prescription drugs are stolen from pharmacies in Canada each year.

**>0.5m**  
**STOLEN**  
**PRESCRIPTION**  
**DRUGS**

## 6 Don't allow external conditions to affect a medicine delivery.

Both inner and outer prescription packaging should protect against physical damage during transit. For sensitive medications, packaging should also shield contents from temperature changes, humidity and light.



## 7 Provide convenient last-mile solutions with full-tracking and the option to virtually sign for a package.



Nobody likes to miss a delivery, most of all if it's a medicine delivery they've been waiting for. End-to-end tracking is required for prescription medications, but you can also provide your customers with the option to virtually [sign for a package](#), so it can be left at its destination without needing a signature.\*

\*Please note, rules differ province by province. Some medications must be signed for in person for legal reasons.

## 8 Provide a variety of medicine delivery services that are right for your recipient.

Offer a variety of delivery options that can cater to all situations. For example, [your recipient may need it urgently](#), or at a specific time for their convenience.

- ✓ End-to-end tracking visibility for patient and pharmacy
- ✓ Special handling for sensitive shipments
- ✓ Variety of pick-up options and drop-off locations
- ✓ Safe and flexible returns management services
- ✓ Urgent shipments and other time-sensitive options



## Deliver time-sensitive shipments to, from, and within Canada.

Learn how Purolator can help customize healthcare delivery solutions for you and your patients.

[Learn more](#)