

Press release

20 years of MediService: From mail order pharmacy to Specialty Care experts

Zuchwil, 18 May 2017 – Europe’s first mail order pharmacy, MediService, was set up 20 years ago. At that time, the home delivery of prescription medicines to severely and chronically ill patients was a completely new concept. Today, the services offered by MediService have developed towards supporting longer-term treatment, or what we term Specialty Care.

In the last 20 years, MediService has changed from a pioneering start-up to an established specialist pharmacy. Nowadays, around 100,000 severely and chronically ill people rely on its services and enjoy the seamless convenience of getting their prescription medicines delivered to their homes. Thanks to many years of experience, any special requirements such as the chilling of temperature-sensitive or delicate medicines can be managed with ease. “Our customers value the discreet and secure dispatch of their medicines. It means they have one less thing to worry about,” explains Dr Jürg Th. Gasser, CEO of MediService. Alongside the dispatch of prescription medicines, MediService has also expanded its range to include other services in the growing field of Specialty Care, in order to offer patients a more comprehensive service portfolio.

Experienced team of experts

Before shipping any medicines, an experienced team of experts checks the dosage as well as any interactions, seeking advice from the attending doctors where necessary. The specialist MediService team is in regular contact with the pharmaceutical companies for training purposes, for example in complex areas such as orphan drugs, which are used to treat very rare illnesses. “Our main priority is to make everyday life easier for severely and chronically ill people. We want them to be able to access their treatment without any external help and retain as much independence as possible,” says Gasser. Qualified nursing professionals go on home visits to teach patients how to deal with the medicines and medical products, and to support them through their treatment.

Better quality of life at lower costs

The comprehensive treatment support improves the safety and quality of life of the patients. It also reduces the health care costs, as savings can be made by ordering medicines directly. Studies have shown that patients who get their medicines from MediService are more likely to comply with their treatment. This leads to a reduction in complications and costly hospital visits.

MediService at a glance

The Swiss specialist pharmacy MediService, a company of the Galenica Group, was set up 20 years ago. The main focus of its services lies in serving the needs of severely or chronically ill people, who need long-term medicines and require special assistance with their medication and their everyday lives. The services provided by MediService range from the direct mail order of prescription medicines to medicine monitoring and home care.

Focus on Specialty Care

Specialty Care is becoming an increasingly important aspect of healthcare. It covers the complete provision of medicines, including all necessary services related to the medicines, such as treatment support in the home, provided by trained nursing professionals. Specialty Care is primarily aimed at severely and chronically ill patients who have to take prescription medicines on a regular basis, and who tend to be reliant on complex treatments throughout their lives.

More information at: www.mediservice.ch

Download pictures of the Specialty Rx Symposium: www.mydrive.ch

User name: Gast@RxSymposium

Password: RxSymposium

For further information please contact:

Media Relations

Fabio Colle, Communications specialist Galenica

Tel. +41 58 852 85 17

Email: media@galenica.com