



# Temos

Trust • effective medicine • optimized services

## COMMUNITY PHARMACY SERVICES ACCREDITATION



## Safe and Effective Medicines for All



## SAFE AND EFFECTIVE MEDICINES FOR ALL

Your clients visit your community pharmacy for many reasons including the appropriate use of prescription and over the counter medicines, healthy lifestyle support, as well as disease prevention & management.

Community pharmacies are an important link in maintaining or reclaiming good health. Your clients trust you and are loyal, returning because of these and other benefits.

Investing in your community pharmacy services by working with Temos can provide management and operational benefits for you and your team. The goal of Temos accreditation is to improve your business for the best possible clinical and patient experience outcomes.

Becoming a Temos accredited pharmacy improves the health of your community pharmacy business so that your customers feel better too. Let us share our knowledge and expertise to raise your quality standards to the next level.



# WHY TEMOS? FOR YOUR CLIENTS, PATIENTS, STAFF, AND YOU!

Your community pharmacy delivers medicines and services to improve consumers' health and safety.

Temos builds thriving pharmacy practices through its specialized, quality solutions designed by experts.

Together, we create the best possible fit for your clients, your staff, and you. We are with you every step of the way.



---

## TO LEARN MORE,

Temos HQ:

☎ +49 2204 426480 or

✉ [info@temos-worldwide.com](mailto:info@temos-worldwide.com)

---

## TEMOS ACCREDITATION:

- Increases revenue
- Improves rational use
- Reduces costs & increases efficiency
- Enhances the pharmacist-client relationship
- Grows customer loyalty
- Builds market differentiation
- Accesses Third Party Networks

Developed in consultation with expert community pharmacists, Temos' standards are specific, up-to-date, comprehensive, and industry-leading.



# SOLUTIONS FOR COMMUNITY PHARMACIES

---

Local, regional, and national governments and agencies – even international organizations – continue to implement more complex demands on pharmacies. And customers themselves are becoming better informed and more demanding. Temos accreditation supports the role of pharmacists to encourage appropriate use of medicines, healthy lifestyles, and disease prevention.

Temos has developed specialized accreditation standards for community pharmacies according to WHO/FIP Good Pharmacy Practice guidelines as well as the practical experience of pharmacists like you.

Managing today's community pharmacy is increasingly complex especially in the production, storage, distribution and use of those medicines. Avoiding quality errors, maintaining the chain of distribution, detecting counterfeit products, and coordinating care while integrating technology are only some of the challenges. Temos recognizes these and other evolving changes to community pharmacies.

Working together, accreditation transforms your organization, increasing satisfaction for your staff, your patients, and you. Everyone feels better!



# QUALITY IN COMMUNITY PHARMACY SERVICES

---

*The Temos standards, closely aligned with Good Pharmacy Practices, address:*

- Governance and leadership
- Human resources
- Medication management
- Quality management
- Health technology
- Infection control & prevention
- Patient/customer services & safety
- Environment & other safety issues

The Temos accreditation program is best suited for organizations with multiple locations to ensure the quality of clinical and customer services across all locations. Independent retail pharmacies located within hospitals or clinics will benefit from Temos accreditation for care coordination among the hospitals' and clinics' patients and customers.

## CONTACT TEMOS TO LEARN MORE

*About how Temos accreditation can help everyone feel better.*



+49 2204 426480 or



[info@temos-worldwide.com](mailto:info@temos-worldwide.com)





# ABOUT TEMOS

With its ISQua/IEEA-accredited programs, Temos adds to its global reputation as an innovator, setting standards for quality, patient safety, risk management, and patient experience.



**Temos**  
Trust • effective medicine • optimized services

## TO LEARN ABOUT THE BEST OPTION FOR YOU,

Temos HQ:

☎ +49 2204 426480 or

✉ [info@temos-worldwide.com](mailto:info@temos-worldwide.com)

### Its innovations include:

- Comprehensive accreditation standards for community pharmacies
- First accreditation company to integrate community pharmacies into continuum of care
- First ISQua accredited options, custom-made for hospital and clinics with integrated pharmacy services

Temos continues to raise the levels of accreditation, adding value for its clients, their patients, governments, insurance companies, Embassies and Consulates, and other businesses that rely upon Temos quality.

Temos offers specialized standards and attention to detail since 2010. On five continents, Temos' patientcentered approach reflects the care delivered by its accredited hospitals, clinics, and now, community pharmacies.

# FREQUENTLY ASKED QUESTIONS



## What is the purpose of accreditation?

To (1) objectively assess, evaluate, and validate the quality of pharmacy services; (2) identify areas for improvement; and (3) optimize the quality of services, assuring the complete continuum of care.

## How long does the accreditation process take?

The entire accreditation process takes between 6 to 12 months, depending on the timeliness of the self-assessment.

## For how long is the accreditation valid?

Temos accreditation is valid for three years.

## What are the costs of accreditation with Temos?

The initial costs are a flat fee, based on the size of the organization, plus direct expenses for assessors (travel & on-site visit). Annual fees are due at the end of year one and year two of the three-year validity period.

## How is the accreditation process started?

Call or email us today. You may also visit the Temos website. You will be assigned a private, secure user name and password to access the Temos Information Chart (TIC). Complete the TIC to receive your free estimate of costs and expenses to invest in your organization.

## Have more questions?

+49 2204 426480

info@temos-worldwide.com

Visit our website for more information:

<https://www.temos-worldwide.com/>



## CONTACT TEMOS:

### HEADQUARTERS:

Temos International Healthcare  
Accreditation  
Friedrich-Ebert-Str. 75, 51429  
Bergisch Gladbach, Germany  
[www.temos-worldwide.com](http://www.temos-worldwide.com)  
+49 2204 426480  
[info@temos-worldwide.com](mailto:info@temos-worldwide.com)

---

### To locate your regional office, visit:

<https://www.temos-worldwide.com/temos-regional-office.aspx>

Copyright 2019 by Temos International.  
All rights reserved.