



Supporting patients to live their lives



# Welcome to your prescription service

Script-easy® is a FREE Home Delivery service provided by BD. A Dispensing Appliance Contractor (DAC) registered with the NHS, Script-easy® can dispense continence and stoma appliances and medical devices on receipt of your prescription.



## Your Confidential Records

Script-easy® will not disclose your personal details to anyone without your prior approval. We comply with all aspects of the General Data Protection Regulation and we are registered with the Department of Health to comply with NHS Information Governance guidelines.

You are entitled to see your records at any time and our Script-easy® advisers will guide you through our record keeping process, which contains information such as your name, address, date of birth, contact details, your doctor's details and a list of the products you require. Details of specific conditions will be recorded too e.g. spina bifida, spinal cord injury, multiple sclerosis etc.



## Repeat Prescriptions\*

Script-easy® can dispense NHS repeat prescriptions issued by your GP. Please ask for further information on this service.



## Discreet Delivery\*

Script-easy® dispenses NHS prescription items in plain packaging and will deliver to your home or to an alternative address of your choice within the UK. You can collect your prescription items from us if you prefer.



## Advice and Help

All our staff are trained to a high standard and can offer advice and help in the selection of appliances. A nurse helpline is also available or we can direct you to other sources of advice.



## Appliance Use Reviews\*

Script-easy® has a team of highly qualified, experienced nurses and you can make an appointment for a nurse to call. We will be pleased to help with any problems with your appliance or other aspect of your care and you can ask questions to help you learn more about your appliance.



## Unwanted Appliances

Script-easy® will advise you how to dispose of unwanted appliances safely.



## Holiday Health Care

For information and helpful advice when travelling please visit the Bard Care website: [www.bardcare.uk](http://www.bardcare.uk).



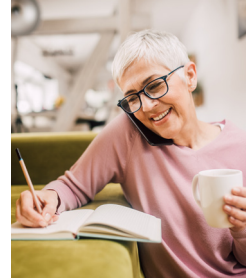
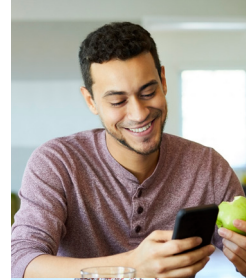
## Emergency Supplies

Script-easy® will send you an emergency supply of appliances, pending receipt of a prescription. If you find that you have run low on supplies, ask one of our Customer Service Advisers for assistance.



## Complimentary Items

When you register with Script-easy® you will receive complimentary items associated with your specific products which have been designed to help you get on with your day to day life. RADAR Keys (to open accessible toilets in the UK) also available on request. These items are in addition to disposal bags and wipes. Simply ask us, if there is anything you need.



**Our aim is to go the extra mile for our patients to provide a quality prescription delivery service ensuring you receive your continence or ostomy products simply, discreetly and conveniently, helping you get on with your daily life.**

### To Register...

Just call or email us with the following information:



Patient's full name and date of birth



Patient's address, postcode and telephone number



GP Name, address and telephone number



Details of prescription items required

Freephone Health Care Professionals:

**0800 470 1930**

Nurse Advice Line Freephone:

**0808 168 4048**

Freephone Patients:

**0800 0121 699**

Email:

**[script-easy@bd.com](mailto:script-easy@bd.com)**

\* These services are funded by the NHS as per the National Health Service Drug Tariff. Script-easy<sup>®</sup> is the prescription dispensing service operated by Bard Limited. Bard is now a wholly-owned subsidiary of BD (Becton, Dickinson and Company). © 2020 BD and subsidiary. All rights reserved. Unless otherwise noted, all trademarks are property of Becton, Dickinson and Company. 0120/3880.

