

# GUIDELINES

In 1999, against a backdrop of inappropriate medical product donations and the WHO publication of their Inter-agency Guidelines to ensure appropriate and effective donations, an informed alliance of non-governmental organizations (NGOs) and Pharmaceutical and Medical Device companies incorporated. One of the goals of Partnership for Quality Medical Donations (PQMD) is to support adherence to and implementation of the WHO Guidelines and continue to encourage/develop appropriate and effective medical donations.

PQMD published The Seven Key Components in the Comprehensive Management of Medical Product Donations. These Guidelines provided some practical advice for organizations considering the management of medical donations in a manner consistent with the WHO Guidelines on Drug Donations.

## Guidelines Resources

PQMD's Guidelines ensure that international protocols for the delivery of donated medical products are followed and inform the work in supplying critical donated medical products, devices and services to those in need across the globe. Access our Guidelines resources using the links below. And, see the reverse for a quick-reference, condensed summary of the key elements of an effective donation program.

[Visit the PQMD Website](#)

[Read the PQMD Guidelines](#)

[Take the PQMD Module](#)

[Complete Self Certification](#)

[Ask for Help, Contact PQMD](#)

# GENERAL PRINCIPLES & BEST PRACTICES

## *At-A-Glance*

### Governance

- Have contracts in place
- Ensure contracts or formal agreements reflect clear and common understanding and responsibilities

### Finance

- Companies and NGO's should have a financial statement that is audited annually
- Ensure financial terms have been agreed to before donating or accepting a donation

### Policies

- Develop internal SOPs for your organization

### Organizational Evaluation

- Vet your partners including ensuring partners have good reputations (NGO or Government Partner)
- Work with an NGO partner that is established and has relationships in the region

### General & Needs Assessment

- Ship based on expressed need (only what has been asked for)
- Ship or offer only product that is not short dated or expired

### Quality

- Ensure temperature excursions observe relevant Pharmacovigilance
- Ensure product complaints, adverse events, and other safety findings have clear policy and procedures
- Take products only when you can guarantee they will make it within appropriate guidelines (i.e. Cold-chain versus ambient shipping)

### Appropriateness of the Donation

- Be ready to negotiate or decline an offer and revisit

### Logistics

- Start with ambient products
- Start with smaller shipments
- Validate shipping lanes
- Ensure products are stable

### Disposal

- Consider destruction and safety when necessary
- Ensure ability of partner to dispose of and provide proof of destruction where necessary
- Ensure recall policy is in place
- Take, donate, or accept product only when the contract includes a disposal plan

### Monitoring and Evaluation

- Ensure policies and procedures are in place for ongoing Monitoring and Evaluation
- Set expectations for measurement and evaluation at the beginning
- Consider Global Trends
- Sign a contract only when it includes monitoring and evaluation requirements

