

By Ritah Mukasa

One are the days when stakeholders used to point fingers at each other over failure to supply drugs to the Government health facilities across the country.

Today, drug supply can be monitored thanks to the NMS' new system, which allows for online placement of orders and tracking the deliveries.

This comes after the United States Agency for International Development (USAID) gave NMS \$3m (sh10.8b) to install new computer software called Enterprise Resource Planning. The IT system enables all stakeholders and interested parties to monitor orders and deliveries.

The managing director, Moses Kamabare, says NMS has often been accused of delayed drug deliveries resulting into shortages at some public health facilities. He adds that most times the delays originate from management of respective public health facilities which do not submit orders on time.

"The software which has been rolled out at all public health facilities countrywide, helps to monitor all orders and deliveries," he affirms.

NMS is charged with procuring, storage and distribution of essential medicines and medical supplies to all public health facilities in the country.

With the new IT software, orders are submitted online and all interested parties are able to follow through the process from the time

# Technological advancements



With the Smart Care technology in place, NMS deliveries can be monitored

the order is submitted to the time the drugs are delivered to the health facility.

The system has improved service delivery and transparency in the delivery of medical supplies across the country.

"This helps in co-ordinating all people who supervise service delivery including MPs, district health officers, resident district commissioners and chief administrative officers. Everyone can check and see where the problem

originates in case there is a delay," he explains.

#### NMS Smart Care

NMS Smart Care is a set of products that enable public health facilities and the general public to give and receive feedback on the medicine and medical supplies delivered by NMS in real time.

Prior to the development of NMS Smart Care, the public health facilities had to fill hard copy forms and send them by courier to NMS,

**NMS SMART CARE IS A SET OF PRODUCTS THAT ENABLE PUBLIC HEALTH FACILITIES AND THE GENERAL PUBLIC TO GIVE AND RECEIVE FEEDBACK ON THE MEDICINE AND MEDICAL SUPPLIES DELIVERED BY NMS**



## VVSAOL INVESTMENTS LTD

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We have a wide range of products at our disposal.  
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## Congratulations NMS



The Management and Staff of VVSAOL INVESTMENTS LTD. with great pleasure congratulate our partner **NATIONAL MEDICAL STORES** upon reaching the silver jubilee milestone. We value our business relationship we share. **Congratulations.**

## COMPLANT

CHINA NATIONAL COMPLETE PLANT IMPORT & EXPORT CO. LTD

On behalf of CHINA NATIONAL COMPLETE PLANT IMPORT & EXPORT CO. LTD(COMPLANT), We wish to congratulate the entire management and staff at National Medical Stores upon making 25 years of service to Ugandans

We are grateful for the opportunity we have in partnering with you on construction of the new facility at Kajjansi that a few month away from completion we believe that this facility will revolutionize the seize in better storage for medicines as well as modern handling and disposable methods.

Happy 25th Anniversary



# at National Medical Stores

**NATIONAL MEDICAL STORES (NMS) SMART CARE HAS ENABLED NMS TO BE ACCOUNTABLE TO THE GENERAL PUBLIC**

whenever they had any issues with the supplies delivered by NMS.

During this time, the feedback would take up to three months to get to NMS in some instances. Sometimes, the forms would get damaged along the way hence no feedback would reach NMS.

On the other hand, NMS had no visibility when the lower facilities (health centres II, III and IV) received their supplies. They would have to rely on delivery notes to be returned to NMS. But this, too, would take a lot of time sometimes close to three months.

So, NMS Smart Care, as a set of tools, offers different channels through which public health facilities and the general public are able to send feedback to NMS based on



A cold room at National Medical Stores

their convenience. NMS Smart Care further gives NMS visibility on deliveries made in real time, as well as information on when the delivery was made, who received the supplies and if there are any issues related to the delivery.

#### How to access NMS Smart Care

■ NMS Smart Care APP can be downloaded from found in Google Play Store for android devices and online <http://smartcare.nms.go.ug> for

sending feedback to NMS.

■ NMS LMD APP can be downloaded from Google Play Store for android devices and online <http://dmt.nms.go.ug/> to know where NMS is delivering in real time.

■ SMS to 6090 SMS to the short code is free of charge.

■ Live Chat <http://www.nms.go.ug>

However, people without smartphones or Internet can still access NMS Smart Care by



The public can track NMS deliveries online

sending an SMS to 6090.

If it is an issue to do with orders, go to messages on your phone, type the order number (e.g. 05849) leave space, type your message and send to 6090.

If it is anything else that has nothing to do with orders, type the word FEEDBACK, leave space, type your message and send to 6090.

NMS Smart Care keeps one updated through SMS alerts on the progress of the issues raised.

#### Benefits of NMS Smart Care

Internally, NMS Smart Care has enabled NMS to greatly improve on the resolution time and effective handling of feedback submitted by public health facilities.

All feedback is received, logged and assigned to the appropriate officer for action.

Due to NMS Smart Care, NMS now resolves over 200 complaints per month as compared to 300 complaints that used to be resolved in a whole year.

Smart Care generates statistics and reports that have enabled NMS to greatly improve and strengthen its core value of customer satisfaction.

Smart Care has also enabled NMS to be accountable to the public. SMS messages are sent out to the district health officer, Members of Parliament on the health committee, stakeholders in the health ministry and other interested members of society whenever NMS delivers supplies to the respective districts and facilities.

The public can now access information on where NMS has delivered, what it has delivered, the nature of supplies and who received the supplies.

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**The Management and Staff of Kimsy Meds Limited with great pleasure congratulate National Medical Stores upon reaching the silver jubilee milestone.**

We value the business relationship we share and are proud to be associated with you.



#### OUR VISION

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- To champion the development and sharing of knowledge in the healthcare market in East Africa.

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  - Creating profitable opportunities for our customers through efficient supply chain process.
  - Delivering product knowledge by highly trained staff.

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**Askar Security Services**

*Congratulations!*



**The Board of Directors, Management and Staff of Askar Security Services congratulate National Medical Stores (NMS) upon their 25<sup>th</sup> Anniversary.**

#### SERVICES OFFERED:

- Risk management services,
- Body guard services,
- Crowd control,
- Conference security
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- Security training,
- Sales and installation of security equipments,
- Recruitment services of Ugandans qualified to work in the Diaspora
- Sniffer dogs inter alia.

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