



**SINGAPORE ASSOCIATION OF  
PHARMACEUTICAL INDUSTRIES**

## **Guiding Principles for Patient Support Programs (PSP)**

### **Definition:**

A Patient Support Program/Service (PSP) is an activity/service offered by a company for the benefit of patients. It may include increasing or facilitating patient understanding of a disease and/or treatment, bettering patient outcomes, or improving patient adherence to treatment. It may also serve to ensure or assist with access and/or reimbursement of a product provided it fulfils the objective of benefiting the patients

Patient support programs may be named differently. For example, patient access programs, patient improvement programs, patient assistance programs and patient education programs. These are within scope of this section.

Companies are permitted to conduct programs, with or without involvement of third-party service providers or partners such as health consumer organization, that aim to improve patient health outcomes.

PSP must be designed:

- to address a legitimate need to protect the interests of patients and rationale for the program should be established
- should not in any way be designed for commercial purposes that may lead to product promotions.
- should not influence HCP prescription of medications at early assessment and treatment phase of patient journey
- clearly identify target patient groups; identify eligibility criteria; ensure the program is offered to all eligible individuals. The PSP/Service should include robust program governance, ensure regular oversight by the project owner.
- with clearly defined roles and responsibilities of the third-party service provider engaged for the PSP/service, and appropriate program oversight put in place.
- with the collection, use and management of personal data shall adhere to Singapore Personal Data Protection Act (PDPA) requirements.

Member companies shall report suspected adverse events identified in PSP, to HSA according with their pharmacovigilance responsibilities.