

Attention to Consumers

1. Always ask for a bill when purchasing medicines. The retailer is legally required to provide a bill.
2. Check the price of the medicine purchased. You have the right to know the price of medicines.
3. Take medicines only as directed by the pharmacist. The services of a pharmacist are essential in pharmacies. A pharmacist acts as a link between you and your doctor and can provide information regarding the dosage, method of use, side effects and other details of medicines.
4. Check whether the name, price, manufacturing date, expiry date, storage conditions and other relevant details of the medicine are printed on the outer strip/pack.
5. Check whether the medicine sold from a private retail medical shop carries any indication or labelling suggesting that it is a Government-supplied medicine.
6. It is illegal to sell medicines labelled “Physician Sample. Not to be sold.
7. Check whether there are any alterations or corrections on the label.
8. Check that the medicine purchased is the same as the medicine prescribed by the doctor. For Schedule H medicines, the licence holder’s name and the date of sale should be recorded on the prescription.
9. Antimicrobial Resistance (AMR) is a condition in which medicines used against microbes such as bacteria, viruses and fungi become ineffective. To prevent AMR, take antibiotics in the prescribed dose and for the full duration advised by the doctor, even if the symptoms improve.

- 10.Ensure that the package label of cosmetic products contains the manufacturer's name and address, licence number, batch number, manufacturing date and expiry date.
- 11.Cough syrups should be given to children below four years of age only on the advice of a doctor.
- 12.Medicines such as insulin and tetanus toxoid should be stored in a refrigerator. Unless specifically stated on the label, medicines may be stored at room temperature.
- 13.Illegal sale and misuse of narcotic and psychotropic medicines are serious offences. Abuse of such medicines can adversely affect your health and the health of your family and society.
- 14.Do not use steroid medicines for body building without a doctor's prescription or purchase such medicines through gyms or trainers.
- 15.Do not be misled by advertisements claiming to cure diseases with promises such as "miracle cure", "instant cure" or "100% guarantee". Such advertisements are illegal.

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