

NOTE: It is strongly recommended that applicants review our [Certification Standards](#) for the full list of standards assessed during review in order to be certified..



Healthcare Certification Application Checklist: Indonesia

We are excited to offer telemedicine providers in Indonesia the opportunity to participate in LegitScript's Healthcare Certification program, now recognized by Google. Achieving this Certification demonstrates your commitment to compliance and transparency, opening up new advertising opportunities for your services.

Please review the checklist below to help prepare for the application process. As you navigate through the checklist, remember that we are here to help and support you. We also highly encourage you to review our [Certification Standards](#), [Terms & Conditions](#), and program [FAQs](#) for a comprehensive understanding of our requirements.

To streamline your application and support your efforts, we are providing a special promo code for complimentary priority processing.

Licensure and Registration

- Ensure that your active business name and KBLI (Klasifikasi Baku Lapangan Usaha Indonesia) number are accurately listed in the Business Registration tab of the LegitScript [Licensure Template](#).
- If you directly provide telemedicine services, please ensure that all provider license(s) information is entered under the "Telemedicine" tab.
- If you directly provide telemedicine or pharmacy services, are you prepared to provide active license information?
 - Please note, pharmacies must provide an image or copy of an active pharmacy permit (SIA) for each region of operation, while pharmacists must submit an image or copy of both an active pharmacist registration certificate (STRA) and a pharmacist practice license (SIPA) for each region they operate within.
- If you directly provide telehealth services, please fill out the "International Applicants" tab within our [Telemedicine Compliance Spreadsheet](#).

- If you prescribe or dispense hard drugs, narcotics, or psychotropic drugs, please provide your Narcotics Storage Permit (Izin Penyimpanan Narkotika).
- If you are a pharmacy that compounds medications, please complete all relevant tabs within our [Compounding Addendum](#). For each applicable section, provide a detailed explanation of how your compounding services comply with the laws and regulations in Indonesia.

Partner Requirements

- Did you know all "partners" are required to be certified through LegitScript?
 - Partners are defined as organizations essential to supporting the applicant's continuum of care, such as partner pharmacies responsible for the fulfillment of prescription medication to patients.
- Have you searched and verified your partner pharmacy's LegitScript certification status [here](#)? Is your partner pharmacy "Certified?"
 - If yes, great! Please be ready to present evidence of the partnership, or have the pharmacy representative email us to confirm this affiliation.
 - If not, please confirm they are ready and willing to apply for their own certification.
 - Pharmacies and medical providers partnered with applying merchants who are not LegitScript-certified must submit their own application for LegitScript certification within sixty days after the applicant's own certification, should they achieve it. Please note that the outcome of their compliance review may affect your own certification, if there is an active partnership. For more information surrounding the healthcare application process, see [here](#).

Legal Compliance

- Make sure your website's language and product offerings follow national laws and regulations.
 - For example:
 - It is *not* permissible to advertise or promote prescription-only drugs to the public.
 - Certain drugs must include special information in their advertising. This includes: cough medicine, asthma medicine, stomach medicine, worm medicine, topical medications for fungal infections, eye drops, mouthwash, sore throat medicine, bruise medicine, anemia medicine, laxatives, motion sickness medicine, malaria drugs, and diarrhea medicine.
- Has your business or one of your principals been subject to discipline within the last five years? Has your business had any licenses or certifications that were lost, revoked, or not renewed? Has your business had to recall products?

- Please provide evidence/documentation detailing this discipline, and to support any disciplinary action resolutions. Please reference our [Terms & Conditions](#) for examples of Disciplinary Action.
- Ensure your website features a privacy policy that is compliant with the Personal Data Protection, Health Omnibus Law and Government Regulations.

Patient Services

- Have you ensured your products and services are up-to-date with regulatory requirements?
 - For example: No prescription-only drugs are being advertised on your website.
- Ensure all advertising complies with the National Drug/Medicine and Food Control Agency, the Regulation of the Minister of Health, and the Indonesian Medical Code of Ethics.
 - For example:
 - Information in the advertisement must be in accordance with the approved information.
 - Advertisements must not promote the side effects (off-label) of drugs. Side effects of drugs may be listed as information but not raised as an advantage of the advertisement product.
 - Advertisements may not include claims such as "safe," "harmless," "free/no side effects," and/or any other claims without adequate explanation.

Transparency

- Is your website still under development/expecting updates? Please prepare wireframes/screenshots and the expected timeframe of completion.
- If applicable, please create a test patient account and provide us with a username and password to access your patient/client portal.
- Please be prepared to provide us with a list of all jurisdictions your business serves along with any other international jurisdictions your business serves, if applicable.

Affiliates

- Ensure affiliates or affiliations with your business are compliant and operating legally. This includes, but is not limited to: co-owned businesses of the business' owners or principals, supplying wholesalers or distributors, partner pharmacies/provider networks, and marketing or promotional partners.
 - Common barriers can include affiliations with the sale or marketing of prescription-only or designated substances online, unapproved medicines, impermissible claims or ingredients.

- Please be reminded that all applicable business models utilized/promoted on the submitted domain must be approved by LegitScript, per our Terms & Conditions.
 - Does your platform promote/link to a third party telemedicine provider or pharmacy? If so, the promoted URL is subject to the partner requirements listed within the "Partner Requirements" section of this document.

Questions? Email our team at certification@legitscript.com