



STANDARD OPERATING PROCEDURES

For

Fair Price Pharmacy

Medical Teaching Institution (MTI)

Mardan Medical Complex Mardan

Khyber Pakhtunkhwa



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SOP – 1

Purchase of Medicine/Surgical and disposables

1. PURPOSE

To lay down a procedure for purchasing and to evaluate suppliers, rate and develop them so as to select suppliers on the basis of their ability to meet the quality requirements.

2. PROCEDURE

- New medicines will be made part of formulary by the recommendation of Medical Director to Pharmacy and Therapeutic Committee if it is demanded in written by Ward/Unit In-charge or if it is prescribed on a regular basis and is noted in Pharmacy daily non available report.
- Pharmacy and Therapeutic Committee approved medicines will be procured for Pharmacy by any of the following three means,
 1. By approaching manufacturing company directly and to offer extra discount on Trade Price.
 2. By approaching its authorized Distributor with warranty bill and form 6 registrations.
 3. Purchasing it from local market through Local Purchase.
 4. The items required for MMC Fair Price Pharmacy other than medicines and surgical items will be purchased as per prevailing government procurement rules subject to prior approval of the competent authority and inventory of the same shall be maintained by the in charge of pharmacy.

Note: The following points must be ensured from vendors,

- i. Quality and warranty of the product.
- ii. Products with Long expiry.
- iii. Replacement of damage Products/Short Expire/Expire Products.
- iv. Purchase Order will be generated by Manager Pharmacy which shall be signed by Hospital Director through Manager Procurement.
- v. Purchase order of the medicines will be sent to the concern Company/Supplier/distributor.
- vi. Supply once received will be checked and taken into the system and Invoice will be processed for payment through cheque from the Fair Price Pharmacy bank account.
- vii. Payment to the supplier will be made on regular basis (within 15 days) to ensure timely supply of medicines after fulfillment of all codal formalities.



- viii. Discount in percentage may be allowed to the customers subject to the approval of BoG / competent authority, however some of the items beyond to percentage may be varied.
- ix. Pharmacist shall maintain an amount of Rs 250,000 (Two Hundred and Fifty Thousand Only) in cash form for change purpose, however the same shall not be deposited in the bank account. Competent authority may check the balance from time to time.



SOP-2

Ambulatory Care Prescription Dispensing

PURPOSE

This SOP covers the handling of hospital out patients & outside referrals (OSR).

PROCEDURE

- All prescriptions will be entertained from the pharmacy outlets.
- The prescription shall have the patient demographics & may preferably include
 - 1 Patient name/ identification.
 - 2 Weight of patient (pediatrics).
 - 3 Date.
 - 4 Name of drug and strength.
 - 5 Direction for use.
 - 6 Duration of therapy.
 - 7 Initial of prescriber.
 - 8 Name of prescriber.
- Pharmacist / Pharmacy assistant review the prescription for appropriateness, availability of drugs, correct dose, route of administration, interactions and contraindications.
- If any clarification is needed pharmacist will call the physician.
- All changes will be documented on the prescription.
- Pharmacist / Pharmacy assistant will process the prescription into system.
- System will generate invoice and Pharmacist / Pharmacy assistant will collect cash.
- Invoice will be given to the patient.
- Pharmacist / Designee dispense checks & counsel the patient and hand over the drugs.



SOP-3

Over The Counter Drugs (OTC)

1) PURPOSE

- This SOP covers dispensing of non-prescribed drugs or over the counter drugs (OTC).

2) PROCEDURE

- Pharmacist / Designee will dispense the following categories of drugs as OTC drugs.
- Categories of OTC Drugs are as follows
 - a. Vitamins & multivitamins
 - b. Antidiarrheal
 - c. Rehydration preparations
 - d. Milk products
 - e. Iron and other supplement preparations
 - f. Antacids
 - g. Laxatives
 - h. Anti-allergic and cough preparations

 - i. Analgesics and anti-pyretic (excluding opioids)
 - j. Nutritional supplements.



SOP-4

CONTROL DRUGS DISPENSING

1) PURPOSE

- This SOP covers the record keeping of control drugs (Narcotic Analgesics, Sedative Hypnotics etc.) needs of Outpatients and the dispensation record maintained by pharmacy.

2) PROCEDURE

- Patient will be prescribed Controlled drug on Slip (Prescription).
- Patient or the attendant will bring the prescription to Fair price pharmacy.
- Pharmacist or his designee will charge the drug on patient and the patient/attendant will pay the amount on the cash counter and the invoices (two in number) will be given to the patient/attendant.
- Pharmacist or his designee will retain an invoice + Copy of Prescription and the other invoice will be given to the patient/attendant.
- Pharmacist or his designee will document all the required documentation on the controlled drugs log sheet file.



SOP-5

PATIENT LEFT OVER MEDICATIONS

1) PURPOSE

- This SOP covers requirement to reduce the potentials for patients left over medications.

2) PROCEDURE

- Patient Left over Medications will comprise of medicines purchased at MMC Fair Price Pharmacy and got left at pharmacy counter by the patient.
- Employees will immediately report and hand over any patient left over medication to In-charge Pharmacist on duty.
- The In-charge Pharmacist will thoroughly investigate the issue, trace the patient on phone (If cell number is available) and take the medications into his custody.
- To ensure appropriate adjudication of claims, In-charge Pharmacist is required to accurately maintain record, fill the form and keep the record and medicines for two weeks after which it will be added to pharmacy stock with Manager Pharmacist approval.
- Any claims after two weeks will not be subject to audit and recovery.



SOP-6

MEDICINE BREAKAGE

1) PURPOSE

- This SOP covers the handling of pharmaceuticals/surgical received from Supplier and issued/dispensed to and outpatients.

2) PROCEDURE

- Drugs/items received from Supplier:
 - Any item found broken at the time of receiving from Supplier will be replaced by the Supplier. Any other breakages found at the time of opening the box will be communicated to Supplier for the replacement.
- Breakage/Leakage during handling/dispensing:
 - If any item is broken accidentally during handling/dispensing will be investigated/verified by shift in-charge and will properly documented and communicated to Manager Pharmacist for adjustments.
 - Manager Pharmacist will decide whether the charges of the items are to be condoned or taken from the employee.
 - All breakages will need to undergo the approval process.



SOP-7

DRUG RETURN/REFUND

3. PURPOSE

- This SOP covers all the return/refunds done against the dispensed prescription (drugs/surgical) which are returned by the patient due to various reasons.

4. PROCEDURE

- Pharmacy will dispense drugs/surgical items to ambulatory care patients against a prescription.
- Patient/ his relative come to pharmacy for drugs to be returned. The original receipt is essential for all refunds.
- Drugs/surgical items will be refunded up to 48 hours and fridge items will be refunded within 2 hours.
- Pharmacist or his designee will complete the refund form.
- Pharmacist will enter the Invoice number and will identify the prescription for which the refund is to be made.
- Partial refunds of the prescription will be allowed.
- Drug refunds by the pharmacist/ designee will be possible only when the drug has been dispensed.
- Manager pharmacy or his designee is entitled to give drug refunds beyond the above stated duration.



SOP-8

MANUAL EXPIRY OF MEDICINE

PURPOSE

- This SOP ensures that near expiry (less than 3 months) pharmaceuticals/surgical are not to be dispensed or remain on the shelf. Pharmacy will monitor expiry on regular basis.

PROCEDURE

- **Six months expiry**
- Fair Price Pharmacy will do manual check of all pharmaceuticals/surgical items every month.
- All those pharmaceuticals/surgical items having a shelf life of less than six months will be listed in the expiry checking list.
- The above list will be kept in record and a copy will be emailed/send to supplier for intimation purposes.

- **Three months expiry**
- All the above enlisted items will be taken off the shelf.
- Items will either be returned or replaced with new stock from respective supplier.
- Items for which no replacement is available those items will be kept at pharmacy with a clear marking mentioning the item name, quantity, lot number and expiry date so that these can be consumed first.
- Those items which will retained by pharmacy are intimated and are not consumed the vendor / distributor / pharmaceutical company informed about it will liable to replace/refund such items.



SOP-9

REFRIGERATION/ROOM TEMPERATURE LOG

1) PURPOSE

- This SOP covers Pharmaceuticals requiring storage between 2 °C to 8°C (Refrigerator) and below 25 °C (Room).

2) PROCEDURE

- Pharmacist/ designee of each shift will be responsible for recording temperature log sheet.
- Refrigerators which are not biological are defrosted as and when needed.
- For any malfunctioning of the refrigerator, a complaint will be lodged with the concerned department and the drugs will be shifted to another refrigerator.
- Pharmacist/ designee of each shift will be responsible for logging of refrigerator/room temperature.



SOP-10

HIGH ALERT MEDICATIONS

1) PURPOSE

- This SOP is applicable to physicians, pharmacy and nursing department staff to handle high alert medicines which have higher risk of causing harm when an error involving these agents occurs.

2) PROCEDURE

- High alert medicines list shall be properly displayed in locations where drugs will be stored.
- High alert medicines shall be labeled as 'High Alert Medicines'.
- High alert medicines shall be dispensed by checking the physician order twice or double check by two pharmacy staff i.e. Pharmacists or pharmacy technician and a pharmacist.



SOP-11

Approval of Non-Formulary Drugs in Special Cases

1) PURPOSE

- This SOP covers the approval of all non-formulary drugs which are prescribed to the patients by physician/Surgeons in order to meet their needs.

2) PROCEDURE

- Whenever non formulary drug will be prescribed these shall be identified and Manager Pharmacy shall be informed.
- Non-formulary items will be reviewed, approved and Demand order will be sent to the supplier for procurement as per policy.
- Non-formulary drugs will also be approved in case on non-availability of formulary drugs/research products for which no alternate is available in order to meet patient needs.
- All non-formulary drugs will be procured after the approval of Chairman P& TC.



RECORD KEEPING

SOP-12

MTI / MMCTH Mardan shall keep the following record of the Fair Price Pharmacy for at least three years.

- (i) The record of the pharmacy shall be maintained by the in charge pharmacy
- (ii) Record of the Approved Demand shall be maintained by the incharge pharmacy
- (iii) The accountant will deposit the cash received on daily basis in designated account of pharmacy.
- (iv) All payments will be made by cross cheques with dual signatory, however for smooth running of pharmacy and in case of urgency and needs, cash payment can also be made.
- (v) After receiving of invoice duly verified by in charge pharmacy along with purchase order and evidence of stock entry, the accountant of pharmacy will process the bill for payment.
- (vi) Brief description of the medicines / surgical disposables to be procured or of the procurement need for which the MMC Mardan requested proposal or offers.
- (vii) The names and addresses of suppliers' distributors or company that submitted bids, proposals, offers or quotations. Name and address of supplier or contractor with whom the procurement contract / MoU is signed into and the contract price;
- (viii) The names and addresses of suppliers or contractors who were pre-qualified / selected and invited to submit bids.
- (ix) The price, basis for determining the price and a summary of the other terms & conditions of each bid, proposal, offer or quotation and procurement contract stipulated by the MMC Mardan.
- (x) Details of complaint and decision taken by the competent authority.



- (xi) Contracts / MoU signed on by the supplier/distributor/company/firm and MMC Mardan.
- (xii) Internal correspondence within MMC Mardan regarding Procurement of Medicines/Surgical disposables.
- (xiii) Correspondence with suppliers relating to bids.
- (xiv) Record of submission to the relevant authority and minutes of proceeding.
- (xv) Contract / Purchase Order (PO) & acknowledgement of receipt.
- (xvi) Delivery / executions documentation.
- (xvii) Inspection and acceptance reports.
- (xviii) After sales warranty and performance claims.
- (xix) Record of budget check and availability.
- (xx) Invoice and packing details.
- (xxi) Vouchers and payment acknowledgement.
- (xxii) Vendor profile.
- (xxiii) The accountant will maintain a fixed assets register (capital goods)
- (xxiv) Proper cash book shall be maintained by the accountant for recording all transactions related to pharmacy duly signed by Hospital Director.
- (xxv) Any other statements related to finances of pharmacy shall also be maintained by accountant of pharmacy



Audit of Accounts

SOP-13

1. It is the responsibility of the Manager Internal Audit to ensure adherence to this procedure in particular to complete all work with due professional care, objectivity and according to the relevant professional standards.
2. The record of Fair Price pharmacy will NOT be presented to the government departments like AG Office or performance audit teams etc, however Board of Governors (BoG) may order to conduct audit through third party on periodic basis.
3. Internal Auditor will submit annual Audit Report to BoG and hospital authorities.
4. All the transaction will be audited by the Internal Auditor.