

Civil Hospital Gurgaon	Standard Operating Procedure No 14	Document No CH/GGN/Phar/9
	PHARMACY SERVICES	Date of Issue: 01-01-2016

1.0 POLICY:

Hospital's pharmacy store stocks adequate amount of all medicines as listed in hospital's formulary.

2.0 PURPOSE:

Medicines are classified in to Vital, Essential and Desirable category and it is ensured that stock out situations is not reached for vital and essential medicines.

3.0 SCOPE: This policy is directed towards pharmacy

4.0 RESPONSIBILITY:

Pharmacist and purchase department.

The Drug/Formulary committee oversees the implementation of this policy and also issue additional protocols for safe medicine usage and effective pharmacy services.

5.0 DISTRIBUTION:

This policy is to be distributed within the Central Medical Store, Pharmacy department and the Purchase department

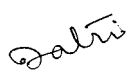
6.0 PROCESS DETAILS:

6.1 DESCRIPTION OF THE PROCESS

The process includes determining the consumption rate, the reorder level for various medicines. This is further followed by storage of medicines and dispensing of the drugs.

GUIDELINES

- The Pharmacy professional participates in clinical activities relevant to the provision of drug therapy for the purpose of optimizing patient care.

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- Pharmacy operations mainly includes:
 - a) Timely dispensation
 - b) Staffing
 - c) Labelling important medications
 - d) Monitoring Pharmacy Indicators
 - e) Adherence to specific protocols
 - f) Monitoring Medication Errors
 - g) In-House Education and Counselling
 - h) Participation in Pharmacy Audits

- Activities may include but are not limited to comprehensive medication review and drug utilization reviews.

- The pharmacists promote safe medication practice and participate in the development, implementation and evaluation of these practices.

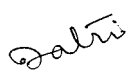
- The pharmacists participate in the review of medication related incidents like Adverse Drug Reaction (ADR), medication error and provide recommendations to prevent recurrence.

- *Pharmacy staff in the Pharmacy manages drug distribution system by performing, supervising or reviewing the functions of selection, preparation, distribution and storage of drugs to ensure safety, accuracy and quality of supplied products.*

- Pharmacy personnel establish a positive working relationship with health care providers in order to meet the objective of positive health care outcomes.

- Pharmacy maintains all documentation including statutory requirements and licenses required for running an In-house Pharmacy and shall also ensure renewal of Licenses after the tenure is over.

- Pharmacists shall contribute in the quality improvement and patient safety program in the organization.

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ACTIVITY AND RESPONSIBILITY

S. No.	Procedural steps	Responsibility
1.	Pharmacist determines the average annual consumption and consumption rate of Vital and essential drugs and maintain sufficient stock of the same on the basis on consumption rate.	Pharmacist(Hospital Medical Store)
2.	The re-order level for these medicines is fixed at a level so as to ensure its availability during lead time (purchase procedure time) and equal amount as buffer stock.	Pharmacist(Hospital Medical Store)
3.	Storage is done as per manufacturer's recommendation and as per policy document 'storage of medicines'	Pharmacist(Hospital Medical Store)
4.	This is done as per policy document 'dispensing of medicines'. Caution is taken to prevent dispensing error.	Pharmacist(Hospital Medical Store)
5.	The pharmacy adheres to rules and regulations laid down by the various government Acts governing its function and notifications issued from time to time by the office of the Drugs Controller	Pharmacy Committee

The organization has pharmacy open from 8 to 2 during summers and 9 to 3 during winters. When pharmacy is closed, the inpatient department maintains the stock of emergency drugs.

7.0 REFERENCES:

8.0 RECORDS AND FORMATS:

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