

Internal/External

14. SERVICENAME: PHARMACY SERVICES

Description of the Service: The procedure below describes how Pharmacy Department dispenses the medicines and supplies based on the patient’s need.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	Government Citizens/Client
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription Senior Citizen card PhilHealth Card	Attending Physician City Health Office Other Health Facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept prescription signed by the Physician	Conduct screening of correctly prescription written/filled like Name, Address, date, Age, Generic Name of drugs, Instruction and signature of doctors.	None	2 minutes	Sharon Israel (casual pharmacy assistant) Karla G. Abad, RPh Pharmacist
	Check stock if available		1 minute	

	<p>If available, release the request medicine</p> <p>Provide proper patient counselling regarding the medicine</p> <p>Let the patient sign the releasing logbook</p>		<p>5 minutes</p> <p>1 minutes</p>	<p>Karla G. Abad, RPh Pharmacist</p> <p>Karla G. Abad, RPh Pharmacist</p> <p>Sharon Israel (casual pharmacy assistant)</p>
2. Proceed to the pharmacy	If not available, give instructions to the patient for procedure of buying medicine outside	None	1 minutes	Karla G. Abad, RPh Pharmacist
TOTAL:			10 minutes	