



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Pharmacy Service
CITIZEN'S CHARTER



PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

Schedule of Availability of Service

Days : Monday - Sunday
Hours : 24/7

Who May Avail of the Service : In-patients in need of medical treatment

Documentary Requirements : Prescription

Processing Period : 20 minutes

How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Presents the prescription. (<i>Ipapakita ang reseta.</i>)	--	1 min. (1 minuto)	Patient/Customer (<i>Pasyente/ Customer</i>) Nursing Personnel (<i>Nars</i>) Medical Personnel (<i>Tauhang Medikal</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
2	--	Evaluates the prescription for correctness and completeness. (<i>Susuriin ang reseta.</i>)	1 min. (1 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
3	--	Check the availability of drugs/medicines/medical supplies. (<i>Susuriin kung available ang mga gamot o gamit pang-medikal.</i>) 3.1 If unavailable, advice customer to purchase drugs/medicines at the pharmacy of their choice (<i>Kung hindi available, sabihan ang customer na bilhin ang gamot sa botika sa labas ng ospital.</i>)	2 min. (2 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
4	--	Search the patient information in Hospital Information System (HIS) database. (<i>Susuriin kung nasa HIS o Hospital Information System ang pangalan ng pasyente.</i>)	1 min. (1 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
5	Receives the drug/ medicine/medical supply. (<i>Kukuharin ang mga gamot o gamit pang-medikal.</i>)	IN-PATIENT (<i>Pasyenteng nasa ward</i>) Dispenses the drug/medicine/medical supply. (<i>Pagbibigay ng mga gamot o gamit pang-medikal.</i>)	15 min. (15 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>) Patient/Customer (<i>Pasyente/ Customer</i>) Nursing Personnel (<i>Nars</i>) Medical Personnel (<i>Tauhang Medikal</i>)	Depends on the prescribed drug/medicine/ medical supply. (<i>Depende sa naka-resetang gamot/gamit pang-medikal.</i>)	Prescription (<i>Reseta</i>)
END OF TRANSACTION						



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PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

Schedule of Availability of Service

Days : Monday - Sunday

Hours : 24/7

Who May Avail of the Service : Out-patients in need of medical treatment

Documentary Requirements : Prescription

Processing Period : 1 hour

How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Presents the prescription. (<i>Ipapakita ang reseta.</i>)	--	1 min. (1 minuto)	Patient/Customer (<i>Pasyente/ Customer</i>) Nursing Personnel (<i>Nars</i>) Medical Personnel (<i>Tauhang Medikal</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
2	--	Evaluates the prescription for correctness and completeness. (<i>Susuriin ang reseta.</i>)	1 min. (1 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	None (<i>Wala</i>)	Prescription (<i>Reseta</i>)
3	--	OUT-PATIENT (<i>Pasyenteng hindi naka-admit</i>) Post charge the drug/medicine/medical supply through HIS. (<i>I-post charge gamit ang HIS.</i>)	2 min. (2 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	--	Prescription (<i>Reseta</i>)
4	--	Advise the patient to go to Billing/Cashier for printing of Statement of Account (SOA) and bring the SOA to Medical Social Service (MSS). (<i>Payuhang lumapit sa Medical Social Service dala ang SOA galing sa Billing/Cashier.</i>)	26.5 min. (27.5 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>)	--	Statement of Account
5	Pays the corresponding fees at the cashier. (<i>Magbabayad sa kahero.</i>)	--	26.5 min (27.5 minuto)	Patient/Customer (<i>Pasyente/ Customer</i>)	Depends on the discounted amount. (<i>Depende sa bawas na halaga.</i>)	Official Receipt
6	Presents the official receipt. (<i>Ipapakita ang resibo.</i>)	Writes the Official Receipt (OR) number and amount paid on the prescription. (<i>Isusulat ang OR number at halaga ng binayaran sa reseta.</i>)	1 min, (1 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>) Patient/Customer (<i>Pasyente/ Customer</i>)	--	Official Receipt
7	Receives the drug/ medicine/ medical supply. (<i>Kukuharin ang mga gamot o gamit pang-medikal.</i>)	Dispenses the drug/medicine/medical supply. (<i>Pagbibigay ng mga gamot o gamit pang-medikal.</i>)	2 min. (2 minuto)	Pharmacist-on-duty (<i>Parmasyutiko-sa-tungkulin</i>) Patient/Customer (<i>Pasyente/ Customer</i>)	--	Official Receipt Prescription (<i>Reseta</i>)
END OF TRANSACTION						



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PROCEDURE FOR COLD CHAIN MANAGEMENT

Schedule of Availability of Service : **RECEIVING OF DELIVERY**
Days : Monday – Friday except Holidays
Hours : 8am to 5pm
Who May Avail of the Service : Employees, Patients
Documentary Requirements : Delivery Receipt, Approved Purchase Order, Sales Invoice, Collection Receipt
Processing Period : 1 hour and 50 minutes
How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Deliver cold chain drug products. (Ihatid ang mga cold chain na gamot.)	Receives cold chain drug products. (Tatanggapin ang mga cold chain na gamot.)	5 min. (5 minuto)	Storekeeper	None (Wala)	Delivery Receipt, Sales Invoice
2	--	Inspect the transport box if equipped with ice pack and thermometer. (Suriin ang transport box kung may yelo at thermometer.)	5 min. (5 minuto)	Storekeeper, Accounting-Internal Control Unit, Property & Supply Storekeeper	None (Wala)	Delivery Receipt, Sales Invoice
3	--	Check the expiry date and lot number of the items and its specification. (Suriin kung ang tugma ang expiry date at lot number.)	5 min. (5 minuto)	Storekeeper, Accounting-Internal Control Unit, Property & Supply Storekeeper	None (Wala)	Delivery Receipt, Sales Invoice
4	--	If within specification, put the stocks in the pharmaceutical refrigerator. (Kung tugma ang mga items sa specification, tanggapin at ilagay sa pharmaceutical refrigerator.)	5 min. (5 minuto)	Pharmacy Head, End User	None (Wala)	Delivery Receipt Approved Purchase Order
5	--	Put item code. (Lagyan ng item code.)	30 min. (30 minuto)	Storekeeper Office Aide	None (Wala)	MMS Delivery Receipt
6	--	Request stocks from Property and Supply through Materials Management System (MMS). (Mag-request ng stocks from Property and Supply gamit ang MMS.)	1 hour (1 oras)	Storekeeper	None (Wala)	MMS Delivery Receipt



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PROCEDURE FOR COLD CHAIN MANAGEMENT

Schedule of Availability of Service : **DISPENSING OF COLD CHAIN DRUGS**
Days : Monday - Sunday
Hours : 24/7
Who May Avail of the Service : In- and out-patients in need of medical treatment
Documentary Requirements : Prescription
Processing Period : 11 minutes
How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	Presents the prescription.	--	1 min. (1 minuto)	Patient/Customer (Pasyente/Customer) Nursing Personnel (Nars) Medical Personnel (Tauhang Medikal)	None (Wala)	Prescription (Reseta)
2	--	Evaluates the prescription for correctness and completeness.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)
3	--	Check the availability of cold chain drug product.	2 min. (2 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)
4	--	Search the patient information in Hospital Information System (HIS) database.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)
5	--	Instruct the customer to write his/her signature over printed name at the back of the prescripion as proof that he/she received the cold chain drug product.	1 min. (1 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)
6	Receives the cold chain drug product.	Dispenses the cold chain product provided that there's insulated bag.	2 min. (2 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin) Patient/Customer (Pasyente/Customer)	None (Wala)	Prescription (Reseta)
7	--	Direct renders the dispensed drugs, medicines and medical supplies through HIS.	2 min. (2 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)
8	--	Filing of prescription.	1 min, (1 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin)	None (Wala)	Prescription (Reseta)



**QUEZON CITY GOVERNMENT
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PROCEDURE FOR INVENTORY MANAGEMENT

Schedule of Availability of Service : **RECEIVING OF DRUGS/MEDICINES/MEDICAL SUPPLIES DELIVERED**
Days : Monday - Friday
Hours : 8am to 5pm
Who May Avail of the Service : Property and Supply Staff, Accounting Staff, Supplier
Documentary Requirements : Delivery Receipt, Purchase Order
Processing Period : 10-12 hours
How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	--	Inspection of delivered drugs/medicines/medical supplies to determine whether the delivered items conform to purchase order/request (quantity, expiry date 18 months above date of delivery, specification).	2-4 hours (2-4 oras)	Accounting Staff Property & Supply Staff	None (Wala)	Delivery Receipt
2	--	If the delivered items are not acceptable, return to supplier.	Within 1 week (Sa loob ng isang linggo)	Pharmacist Storekeeper	None (Wala)	Delivery Receipt, Purchase Order
3	Input the delivered medicines and medical supplies through Material Management System (MMS).	--	Within 2 hours (Sa loob ng 2 oras)	Property & Supply Staff	None (Wala)	Delivery Receipt
4	--	Make request through MMS.	Within 1 hour (Sa loob ng 1 oras)	Storekeeper Office Aide	None (Wala)	Delivery Receipt
5	Posting of requisition.	--	30 min. (30minuto)	Property & Supply Staff	None (Wala)	Purchase Order
6	--	Update the price based on Delivery Receipt (DR).	30 min. (30 minuto)	Storekeeper	None (Wala)	Delivery Receipt
7	--	First Expiry First Out policy shall be followed on where to place the delivered items. If it's first expiry, display to dispensing area. If not, store to stock room and input the quantity in the pharmacy excel for monitoring.	Within 4 hours (Sa loob ng 4 oras)	Storekeeper	None (Wala)	Delivery Receipt



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PROCEDURE FOR INVENTORY MANAGEMENT

Schedule of Availability of Service : **MONTHLY PHYSICAL COUNT OF INVENTORY**
Days : Monday - Friday
Hours : 8am to 5pm
Who May Avail of the Service : Pharmacy Head
Documentary Requirements : Electronic Stock Card, Inventory Report
Processing Period : 26 hours and 40 minutes
How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	--	Prepares materials needed.	5 minutes	Pharmacist/Storekeeper	None (Wala)	Monthly Inventory Report
2	--	Performs actual counting.	24 hours	Pharmacist/Storekeeper	None (Wala)	Monthly Inventory Report
3	--	Prepares the inventory report.	30 minutes	Pharmacist/Storekeeper	None (Wala)	Monthly Inventory Report
4	--	Discrepancies between physical count and electronic stock card shall be investigated, cleared and reconciled immediately.	1 hour	Pharmacist/Storekeeper	None (Wala)	Hospital Information System, Materials Management System
5	--	Finalize the report.	1 hour	Pharmacist/Storekeeper	None (Wala)	Monthly Inventory Report
6	Reviews Inventory Report.	Submits to Pharmacy Head.	5 minutes	Pharmacist/Storekeeper	None (Wala)	Monthly Inventory Report



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PROCEDURE FOR INVENTORY MANAGEMENT

Schedule of Availability of Service : SEMI-ANNUAL PHYSICAL COUNT OF INVENTORY

Days : Monday - Friday

Hours : 8am to 5pm

Who May Avail of the Service : Commission on Audit, Property & Supply, Accounting

Documentary Requirements : Electronic Stock Card, Inventory Report

Processing Period : 69 hours and 25 minutes

How to Avail of the Service

STEP	CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORMS
1	--	Prepares materials needed for inventory and schedules the date.	1 hour	Pharmacist, Storekeeper	None (Wala)	Physical Count of Inventory Report
2	--	Notifies the persons to witness the inventory.	8 hours	Pharmacist, Storekeeper	None (Wala)	Physical Count of Inventory Report
3	--	The team performs the actual counting.	24 hours	Storekeeper, Property and Supply Staff, Accounting Staff	None (Wala)	Physical Count of Inventory Report
4	--	Prepares inventory report.	8 hours	Storekeeper	None (Wala)	Physical Count of Inventory Report
5	--	Discrepancies between physical count and stock card shall be investigated, cleared and reconciles immediately.	24 hours	Pharmacist, Storekeeper	None (Wala)	HIS/MMS Perpetual Data
6	--	Finalize the inventory report.	4 hours	Storekeeper	None (Wala)	Physical Count of Inventory Report
7	Receives inventory report.	Submit a copy of finalized report to Accounting Division, Property and Supply Section and Commission on Audit (COA).	20 minutes	Pharmacist, Storekeeper, Pharmacy Head	None (Wala)	Physical Count of Inventory Report
8	--	Filing.	5 minutes	Pharmacy Head	None (Wala)	Physical Count of Inventory Report