



OUT-PATIENT/WALK-IN/GENERAL PUBLIC

Caters In-patient and Out-Patient in providing high quality, safe and effective medicines. It promotes rational use of drugs and offers patient counseling thus providing client-friendly pharmaceutical services.

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|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Pharmacy Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | In-patients, OPD and Walk-In | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Prescription | | | | |
| Senior Citizen ID with booklet , PWD ID with booklet and Authorization letter and Valid ID | | Patient | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Proceeds to the Pharmacy and Presents Requests | Receive requisitions slip or prescription and Interprets | | 1 Minute | Pharmacist-On Duty |
| Pays to Cashier | Prepares charge slip and advice the patient to pay in the cashier | | 1-2 Minutes | Pharmacist-On Duty |
| | Preparation of medicine/ Prescription filling | | 3-5 Minutes | Pharmacist-On Duty |
| | Check the Official Receipt (OR) | | 1 Minute | Pharmacist-On Duty |
| Receive the prescribed medicines | Dispensing of medicines and Patient Counseling | | 2-3 Minutes | Pharmacist-On Duty |
| | File charge Slip | | 1-2 Minutes | Pharmacist-On Duty |