



PHARMACY SERVICE

SERVICE NAME: PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

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| Office or Division: | Pharmacy Service | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | All COVID-19 patients admitted | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Prescription (Reseta) Requisition and Issue Slip | | Different COVID-19 wards | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. NOD calls pharmacy for availability of drugs/medicines and medical supplies. <i>(Tumawag sa parmasya para sa pagkakaroon ng mga gamut o gamit pang-medikal)</i> | Check the availability of drugs/medicines and medical supplies. <i>(Suriin ang pagkakaroon ng mga gamot o gamit pang-medikal)</i> | None <i>(Wala)</i> | 30 sec. <i>(30 segundo)</i> | Nursing Personnel <i>(Nars)</i> Medical Personnel <i>(Tauhang Medikal)</i> Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i> |
| 2. NOD calls Emergency Room for a prescription <i>(Tumawag sa kuwartong pang-emerdyensya para sa reseta)</i> | Evaluates the prescription for completeness and correctness. <i>(Susuriin ang reseta.)</i> | None <i>(Wala)</i> | 30 sec. <i>(30 segundo)</i> | Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i> |
| -- | Prepares the order. <i>(Inihahanda ang mga gamot o gamit pang-medikal)</i> 3.1 If drugs/medicines and medical supplies are not available at pharmacy. | Depends on the prescribed drug/medicine/medical supply. <i>(Depende sa naka-resetang gamot/gamit pang-medikal.)</i> | 3 min. <i>(3 minuto)</i> | Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i> |

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| | <i>(3.1 Kapag ang gamot o gamit pang-medikal ay wala sa parmasya)</i> | | | |
| | 3.2 POD will scout for the lowest possible amount of available drugs/medicines and medical supplies outside. <i>(3.2 Siyasin ang mga gamot o gamit pang-medikal sa labas na parmasya na may pinakamababang presyo)</i> | Depends on the prescribed drug/medicine/ medical supply. (Depende sa naka-resetang gamot/gamit pang-medikal.) | 3 min. <i>(3 minuto)</i> | Pharmacist-on-duty <i>(Parmasyutikosa-tungkulin)</i> |
| | 3.3 Storekeeper or Office Aide will pick up the drugs/medicines and medical supplies purchased outside. <i>(3.3 Kukunin ang mga gamot o gamit pang-medikal na binili sa labas)</i> | None <i>(Wala)</i> | 2 min. <i>(2 minuto)</i> | Storekeeper or Office Aide |
| 4. POD will charge the drugs/medicines and medical supplies dispensed to the patient through HIS. <i>(Mag-charge ng karampatang halaga na naayon sa babayaran ng pasyente gamit ang HIS)</i> | -- | Depends on the prescribed drug/medicine/ medical supply. (Depende sa naka-resetang gamot/gamit pang-medikal.) | 10 min. <i>(10 minuto)</i> | Pharmacist-on-duty <i>(Parmasyutikosa-tungkulin)</i> Storekeeper or Office Aide |
| 5. POD call Emergency Room to pick up medicines. | -- | None <i>(Wala)</i> | 1 min. <i>(1 minuto)</i> | Pharmacist-on-duty |

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| <p><i>(Tumawag sa kuwartong pang-emerdyensya para kunin ang mga gamot o gamit pang-medikal)</i></p> | | | | <p><i>(Parmasyutiko-sa-tungkulin)</i> Nursing Personnel (<i>Nars</i>) Medical Personnel (<i>Tauhang Medikal</i>)</p> |
| <p>6. NOD receives the drug/ medicine/medical supply. <i>(Kukuhanin ang mga gamot o gamit pang-medikal.)</i></p> | <p>Dispenses the drug/medicine/medical supply. <i>(Pagbibigay ng mga gamot o gamit pang-medikal.)</i></p> | <p>None <i>(Wala)</i></p> | <p>5 min. <i>(5 minuto)</i></p> | <p>Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i> Nursing Personnel (<i>Nars</i>) Medical Personnel (<i>Tauhang Medikal</i>)</p> |
| TOTAL | | NONE | 25 minutes | |



PHARMACY SERVICE

PHARMACY SERVICE FEEDBACK AND COMPLAINTS MECHANISM

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| <p>HOW TO SEND A FEEDBACK?</p> | <p>Our goal is to provide affordable and effective drugs and medicines to patients, maintain standard professional ethics, education and integrate new technological developments in improving pharmaceutical care and safety. In line with this, we would love to learn about your insights and opinion for us to develop and improve new pharmacy practice that will respond to the needs of the people who is in need of our service.</p> <p>For feedback, compliment and complaints, A suggestion box is placed in front of our dispensing area together with the forms needed, such as the Customer Satisfaction Survey which they can use to fill out the necessary information needed.</p> <p>For concerns/ follow up, they may directly contact MRS. MARILOU T. CLARIS, RPh. Pharmacy Service head/ Officer-In-Charge through the telephone number (02) 8863-0800 local 109, a cellphone number, 0915-787-4729 and email address, qcqhpharmacy@gmail.com</p> |
| <p>HOW FEEDBACK IS PROCESSED?</p> | <p>The Pharmacy Service-Head/Officer-In-Charge opens the suggestion box every last Thursday of the month, consolidates and record any feedbacks regardless if it is a good or bad feedback.</p> <p>All feedbacks are summarized and be forwarded to the concern person through the use of Request for Action Form (RFA) and be required to make a letter within seventy-two hours (72 hours) or three days (3 days) upon receiving the letter.</p> |
| <p>HOW TO FILE A COMPLAINT?</p> | <p>The Pharmacy Service-Head/Officer-In-Charge or any staff assigned to handle complaints of the department, shall advise the complainant to fill out a form of what complaint she wishes to be addressed by the department, the complainant should state what happened and what the complainant want to happen regarding his/her complaint attach is the full name and contact number of the patient/complainant. The head should assure the complaint will be addressed as soon as possible after proper investigation.</p> <p>MRS. MARILOU T. CLARIS, RPh. Pharmacy Service head/ Officer-In-Charge will be the one who will investigate and contact the complainant after thorough investigation. She can be reach through the telephone number (02) 8863-0800 local</p> |

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| | <p>109, a cellphone number, 0915-787-4729 and email address, qcghpharmacy@gmail.com</p> |
| <p>HOW COMPLAINTS ARE PROCESSED?</p> | <p>The Pharmacy Service-Head/Officer-In-Charge opens the suggestion box every last Thursday of the month and evaluates the complaints based on the urgency and seriousness of the complaint. After gathering the data needed, the person in-charged will properly evaluate the complaint and will prepare a detailed report addressed to the person concern and be allowed to write an explanation letter within 24 hours after receiving the letter.</p> <p>The Pharmacy Service Head/ Officer-In-Charge will make an incident report after thorough investigation and will submit a copy of the report to the Medical Ancillary head for the necessary action. Then the head of the department will contact the complainant regarding on the details on how they will fix the problem. After the problem is resolved the head will contact the complainant if they were satisfied with how their complaint is handled.</p> <p>Rest assured The Pharmacy Service Head/ Officer-In-Charged will keep an eye to avoid the problem in the future.</p> |
| <p>CONTACT INFORMATION:</p> | <p>We highly appreciate your feedback – whether it’s a compliment, comment or complaint. It’s really important to us to be informed if we are serving you well and to know what aspects we can improve more.</p> <p>Call us at (02) 8863-0800 local 109, cellphone number, 0915-787-4729 and email address, qcghpharmacy@gmail.com</p> |