

## PHARMACY SERVICES

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.

<b>Office or Division:</b>	Pharmacy Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	ER-Patient, Out-Patient and In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Prescription (1 original copy)		RMBGH Medical Doctors		
Hospital Card (1 original copy)		Out-Patient Department/Admitting Unit		
For Senior Citizen and PWD: Any Valid Government Issued ID (1 original copy) Senior Citizen and PWD Booklet (1 original copy) Authorization Letter from the patient for claiming relatives (1 original copy)		Any Government Agency  Office of the Senior Citizens Affair/Persons with Disability Affairs Office  Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Pharmacy Reception Area and presents Prescription Requests  <ul style="list-style-type: none"> <li>• OPD: Out-patient</li> <li>• ER-Patient</li> <li>• In-patient</li> </ul>	1. Receive prescription and checks availability of medicine  *If not available, inform the prescribing doctor for alternative medicine	None	3 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit  <i>Nurse on Duty/Nursing Aide</i> <i>Nurse on Duty/Nursing Aide</i> Nursing Service Division
2. Wait for the issuance of Order of Payment	2. Issue Order of Payment and prepare the prescribed medicine/s	None	5 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit
3. Pay or settle bill at the Cashier	3. Receives payment and issue Official Receipt to the patient	Depend on the amount written at the Order of Payment	2 Minutes	<i>Collecting Officer on Duty</i> Cashier Unit
4. Goes back to the Pharmacy reception area and present Official Receipt to the Pharmacist on duty to receive the prescribed medicine/s.	4. Writes the receipt number to Pharmacy Log sheet and dispense medicine/s	None	5 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit