



FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER
 Quirino, Luna, Apayao
PHARMACY DEPARTMENT
CITIZEN'S CHARTER
 PHARMACY (ER)



SERVICE SCHEDULE		MONDAY- SUNDAY			24 HOURS	NO NOON BREAK	
STEP	ACTIVITIES	FEE	NECESSARY FORM	DOCUMENTARY REQUIREMENTS	MAXIMUM TIME	RESPONSIBLE OFFICER/EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON
1	Presents signed & complete prescription to the pharmacist	none	Prescription form	none	5 seconds	Patient/Client	
2	Validate and interpret prescription	none	Prescription form	none	1-2 minutes	Pharmacist	2 minutes for not legible hand written and to complete prescription data.
3	Prepares item for Dispensing	none	Prescription form	none	2 minutes	Pharmacist	
	(Retrieval from containers/counting quantity/pack and label medicines) If medicines are available *Notes prices on prescription *Prepares charge slip *Instructs patient/client to pay to the cashier If not available, suggest alternative medicines For service patients	none	none	none	30 seconds 1 minute 10 seconds	Pharmacist Pharmacist Pharmacist	2 minutes for computations of discounts etc.
		none	none	none	30 seconds	Pharmacist	10 minutes for the prescriber to confirm acceptance of the alternative medicine.
		none	none	Valid MDR/(4p's/POS/Lifetime card/Sponsored), Senior Citizen Card(OSCA), MSS Classification	1 minute	Patient/Client	2 minutes to validate Documentary requirements.
4	Presents Official receipt to the Pharmacist	none	none	none	5 seconds	Patient/Client	
	Indicates OR number on the prescriptions	none	none	none	10 seconds	Pharmacist	
5	Issues Medicines and counsels Patient	none	none	none	2 minutes	Pharmacist	5 minutes for multi-medications

Approved by:

MARLENE L. LUBO, MD, FPPS, MHA
 Medical Center Chief I