



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



| 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 to the Pharmacist, prescriptions/medication orders with signature of Attending Physician | none | Prescription form | none | 5 seconds | Nurse/Nursing Attendant | |
| 2 | Check the completeness of the prescriptions and availability of drugs/medicines | none | Prescription form | none | 5-10 seconds per prescription | Pharmacist | 5 minutes to validate and interpret prescriptions that are not legibly written |
| 3 | Filling of prescriptions/ preparing item for dispensing. *For prescriptions with complete data *For prescription with incomplete data *For prescription with available alternative drug products. *For prescription containing dangerous drugs. | none none none none | Prescription form Prescription form List of alternative medicines Prescription form | none none none Valid S-2 license of Doctor | 5 seconds per prescription 30 seconds per prescription | Pharmacist Nursing Attendant/Nurse/Physician Pharmacist-Nurse/Nursing Attendant-Attending Physician Pharmacist | 5 minutes to complete lacking data 10 minutes for the prescriber to confirm acceptance of the suggested drug/medicine. |
| 4 | Issues the medicines to the Nurse/Nursing Attendant | none | Accomplishment monitoring tool | none | 5-10 minutes per ward | Pharmacist | |
| 5 | Prepares charge slip for patient | none | Charge slip form | none | 2-3 minutes per patient | Pharmacist | |
| 6 | Record & Files prescription | none | Prescription statistics/Pharmacy account of patient | none | 1-2 hours per ward | Pharmacist | 30 minutes to cater ER patients |

Approved by:

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