



WORK INSTRUCTION FOR OUTPATIENT PHARMACY

1.0 PURPOSE

This procedure is applicable for drug supply in outpatient medication according to the medication order to the right patient with right medicine, right dose, right quantity and the right time of administration.

2.0 TERMINOLOGY

- DD : Dangerous Drug
- HSAAS : Hospital Sultan Abdul Aziz Shah
- P : Pharmacist
- PA : Pharmacist Assistant
- RN : Registration Number
- SOP : Standard Operating Procedure
- VAS : Value Added Services

3.0 GUIDE

3.1 Supply of Medication for Patient from Outpatient Clinics

No.	Activity	Action
1.	<p>RECEIVE PRESCRIPTION</p> <ul style="list-style-type: none"> i. Upon patient arrival, acknowledge patient’s appointment book, and manual prescription. ii. Check the validity of the patient's medication order. All medication orders must be initiated by authorized prescriber and in accordance with HSAAS drug formulary (category of prescriber, drug indication). iii. If it is valid, generate a queue number to be given to the patient. 	P/PA
2.	<p>SCREENING OF PRESCRIPTION</p> <ul style="list-style-type: none"> i. Screen the completeness of prescription on the following details (whichever applicable): - <ul style="list-style-type: none"> a) Patient’s particular b) Prescriber name, designation and MMC Number c) Drug Category (Formulary or Non-Formulary) d) Drug name, dose, frequency, route of administration, duration of treatment e) Availability of the drug f) Validity of the prescription g) Drug interaction, polypharmacy and contraindication h) Instruction of use ii. Contact prescriber at respective clinic for any interventions detected. iii. Record all interventions in the prescription and Record Form after consulting with the relevant prescriber. 	P/PA



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No.	Activity	Action
	iv. When online Putra HIS fail, transcribe any manual prescription manually into system after online system is available.	
3.	ALLOCATION OF QUANTITY SUPPLIED Verify the medication order after screening and allocate the quantity to be supplied based on: - i. Dose, frequency and duration ii. Availability of the drug iii. Patient paying status	P/PA
4.	LABELLING i. Label should be printed out according to the prescription or edited when necessary. ii. Label of the drug must contain the following: - a) Name and strength of preparation b) Name and RN of patient c) Dose and frequency d) Storage condition if any e) Expiry and preparation date f) Note "Controlled Medicine" and "Keep away from Children" iii. Pass printed labels and prescription to the next filling counter for filling. Error found on the labels must be edited and reprint.	P/PA
5.	FILLING i. Fill drugs according to the prescription and label printed. ii. Dangerous Drugs prescribed must contain details of patient's name, identity card (IC), quantity and date supplied. Details must be recorded in Dangerous Drug Register book for each visit. iii. Countercheck (CC) must be performed by other Pharmacist before proceeding to dispensing counter.	P/PA
6.	COUNTERCHECK Filled medication must be checked on the following details: - a) Label, drug name, patient's name, quantity, dose and instruction of use b) Any intervention must be referred to the respective filling counter	P/PA
7.	CHECK PATIENT PAYING STATUS Check for patient payment status. If patient is required to pay, refer to billing counter.	P/PA
8.	DISPENSE MEDICATION i. Only trained personnel shall carry out dispensing. ii. Filled medication must be checked on the following details: - a) Label, drug name, patient's name, quantity, dose and instruction of use iii. Any intervention must be referred to the respective filling counter iv. Call the number as stated on queue number and verify patient number, name and identity.	P/PA



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	<ul style="list-style-type: none"> v. Dispense medication to patient with the given information e.g. drug dose, frequency, route of administration, duration and storage. vi. (Partial supply) Provide next collection date on patient's prescription. Eligible patient should be offered Value Added Services (VAS) for following visits. vii. Patient required counselling will be referred to Pharmacist in counselling rooms. viii. Fully supplied prescriptions will be stored and retained for record keeping. (2 years) ix. Any uncollected medication must be kept separately and dispense based on patient availability. (Check prescription validity) 	

3.2 Supply of Extemporaneous Preparation

No.	Activity	Action
1.	<p>SCREENING</p> <ul style="list-style-type: none"> i. Screen the prescription as in Guide 3.1.2 ii. Refer to Extemporaneous Preparation Guidelines for strength and formula of preparation. iii. Any preparation not in guidelines: Supply tablets and freshly prepared syrup BP; patient required to prepare solution according to instructions provided in the label. 	P/PA
2.	<p>WORKSHEET PREPARATION</p> <p>For listed preparation, prepare worksheet for the formulation. A complete worksheet shall contain: -</p> <ul style="list-style-type: none"> a) Name of preparation and strength b) Date of preparation and expiry c) Volume of preparation d) Worksheet ID e) Patient name, RN and dose of the medication f) Raw material name, batch number, manufacturer, expiry date g) Master formula h) Preparation Procedure i) Sample Label j) Name of staff prepared and counterchecked 	P/PA
3.	<p>LABEL PREPARATION</p> <p>Label of extemporaneous shall consists of the following: -</p> <ul style="list-style-type: none"> a) Name and strength of preparation b) Name and RN of patient c) Dose and frequency d) Storage condition if any e) Expiry and preparation date f) Note "Controlled Medicine" and "Keep away from Children" 	P/PA



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No.	Activity	Action
4.	PREPARATION i. Prepare based to the worksheet in a clean and safe workspace. ii. Final product must be counterchecked by Pharmacist iii. All counterchecked worksheet should be recorded and kept in Extemporaneous Preparation File.	P/PA
5.	DISPENSING Final Product is dispensed to the patient.	P/PA

3.3 Supply of Discharge Medication (Outpatient)

No.	Activity	Action
1.	MEDICATION ORDER Discharged medication order must be endorsed by authorized prescriber and in accordance to HSAAS drug formulary. (Category of prescriber, drug indication)	Prescriber
2.	SCREENING i. Screen the medication order for the following details: - a) Patient's name, ward and bed number b) Discharge summary c) Drug name, dose, frequency, duration supply d) Drug interaction, polypharmacy and contraindication ii. Access to information on EMR for discharge summary. Contact prescriber for any discrepancy between discharge summary and discharge medication order. iii. Record any modification upon consent from prescriber as well as intervention form. iv. Supply all DD medication based on requirements specified under Dangerous Drug Act 1952	P/PA
3.	ORDER VERIFICATION AND QUANTITY ALLOCATION i. Verify the medication order and allocate quantity of medication according to the duration given by prescriber. ii. Allocate quantity to be supplied according to the duration prescribed.	P/PA
4.	LABELLING Generate label based on patient's medication order. Label must consist of the following information: - a) Name and MRN number b) Name of drug, dose, frequency c) Amount/quantity dispensed d) Batch number and expiry date e) Cautionary information f) Dispensing date	P/PA



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No.	Activity	Action
5.	FILLING Fill patient's order based on discharged medication order and label accordingly.	P/PA
6.	COUNTERCHECKING Countercheck medication on all patient details before dispensing.	P/PA
7.	DISPENSING i. Check for patient payment status and only proceed if payment is done. ii. Final Product is dispensed to the patient.	P/PA