Outpatient Pharmacy
Standard Operating Procedures
Labasa Hospital Pharmacy Department

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CONTENTS

Purpose ......................................................................................................................... 3
Scope .............................................................................................................................. 3
Prerequisites ............................................................................................................... 3
Responsibilities ......................................................................................................... 3
Procedures .................................................................................................................. 4
  Receiving Patient Prescriptions ............................................................................. 4
  Dispensing Prescriptions Using Patis Software .................................................... 4
  Packing Prescriptions .............................................................................................. 5
  Checking Prescriptions ........................................................................................... 5
  Dispensing Prescriptions ......................................................................................... 5
Stock Management ..................................................................................................... 6
PURPOSE

The outpatient pharmacy provides all outpatient pharmacy services to clinic patients at Labasa Hospital. These standard operating procedures have been designed by the Pharmacy Department at Labasa Hospital to assist pharmacy staff to conduct outpatient pharmacy services correctly and consistently.

SCOPE

For use by all pharmacists, intern pharmacists and pharmacy assistants working within the Labasa Hospital.

PREREQUISITES

A registered pharmacist must be present at all times. Unregistered pharmacists and intern pharmacists can practice under the supervision of the registered pharmacist. Pharmacy assistants should work only under the supervision of a pharmacist.

Computers should have a secure connection to the internet through the hospitals network and have access to the Patis Software. Additionally, the outpatient pharmacy requires a readily available supply of running water and a sink to undertake manufacturing.

RESPONSIBILITIES

The principal pharmacist should review and approve changes to this procedure. The outpatient pharmacy supervisor is responsible for ensuring staff read and follow these Standard Operating Procedures. He/she is responsible for making updates and revisions to this document and submitting it to the principal pharmacist for approval.
PROCEDURES

RECEIVING PATIENT PRESCRIPTIONS

The following steps should be followed when receiving outpatient prescriptions.

1. Check the patient name and NHN, if any details are missing ask the patient for their medical health card or contact the relevant clinic
2. If the patient is less than 12 years old, age and weight should be completed.
3. Each medication order is checked for safety and appropriateness
4. Check if the prescribed medications are available in the pharmacy
5. If there are extemporaneous preparations to be manufactured, advise the patient of a likely time of collection
6. Allocate a number to each prescription by giving the next available number to the patient and writing this number on their prescription. This ensures processing of prescriptions in order and allows easier tracking of patient prescriptions

DISPENSING PRESCRIPTIONS USING PATIS SOFTWARE

The following steps should be followed when dispensing outpatient prescriptions.

Process the medication order using Patis Software.

**New medication order**

i. Login to Patis using ‘Username’ and ‘Password’
ii. Enter ‘Customer NHN’ and select ‘Load Customer’
iii. Enter pharmacy as ‘Outpatient’
iv. Enter referral source as ‘SOPD’, ‘GOPD’ or ‘A&E’
v. Enter ‘Clinician’
vi. Enter ‘Pharmacist Intervention Required’ if required and provide details
vii. Check order date is correct
viii. Enter Drug Details with ‘Drug Name’, ‘Frequency’ and ‘Quantity’
ix. Select ‘Add Drug’ and repeat medication orders for the same patient
x. Select ‘Dispense Today’s’
xii. Select ‘Print Today’s’ to print medication labels

**Repeat Medication Order**

i. Identify medication has been previously dispensed on Patis Software
ii. Login to Patis with ‘Username’ and ‘Password’
iii. Enter ‘Customer NHN’ and select ‘Load Customer’
iv. Identify previous medication order by Facility and Date
v. Check ‘Repeats Available’
vi. Select medication ordered from the list
vii. Select ‘Repeat Drug’ and repeat process for any other medications which are repeats for the same patient
viii. Select ‘Dispense Today’s’
ix. Select ‘Print Today’s’ to print medication labels

Amount to supply:
- Maximum 1 month supply for SOPD prescriptions
- Maximum 1 week supply for GOPD prescriptions. Exceptions include ferrous sulphate, folic acid, multivitamin and antibiotics where a longer duration of treatment is required

Note: dispense medications using Patis even if the medications are out of stock, checking the ‘Out of Stock’ box before selecting ‘Dispense Today’s’

PACKING PRESCRIPTIONS

When packing the prescriptions the following steps should be followed.

1. Select correct medication, strength and dosage form of each item from the shelf
2. Check expiry date of product
3. Pack correct quantity into appropriately sized clear plastic zip lock bag and adhere label to the bag
4. The person packing the medication should date and initial the prescription
5. Leave the packed prescription to be checked before dispensing

CHECKING PRESCRIPTIONS

When checking prescriptions the following steps should be followed.

1. Check correct patient, correct NHN, correct doctor selected, correct medication and quantity dispensed, correct medication and quantity packaged and correct packaging labeled
2. Attach any appropriate ancillary labels to the clear plastic bag to facilitate optimal use of the medication
3. The person who checks the prescription should initial next to the initials of the person packing the prescription
4. Place the prescriptions in numerical order to ensure dispensing to patients in the order that the prescriptions were given out
5. Leave medications to be dispensed

DISPENSING PRESCRIPTIONS

When dispensing prescriptions to patient the following steps should be followed.

1. The numbers of the prepared prescriptions should be announced
2. Verify the name of the patient picking up the prescription
3. Counsel the patient on the medications as required
4. The person dispensing the medication is required to sign the prescription
STOCK MANAGEMENT

Ensuring stock management will allow the timely distribution of medications to the outpatients at Labasa Hospital.

ORDERING STOCK

When ordering stock for the outpatient pharmacy the following steps should be followed.

1. A weekly stock order for outpatient pharmacy is placed on Wednesdays
2. Using the imprest list for outpatient pharmacy and allocated stock numbers, deduct the current stock level from the allocated stock number to obtain the stock amount for the week’s order
3. The order should be made as early as possible on Wednesday morning to ensure prompt supply on the same day

UNPACKING STOCK

When unpacking stock for outpatient pharmacy the following steps should be followed.

1. Check picking slip items and quantities match the outpatient medication order
2. Check picking slip items and quantities match stock delivered
3. Staff to designate time to unpack and shelve order within a reasonable timeframe
4. Check expiry dates of stock delivered whilst shelving and rotate stock of shelves as necessary, placing items expiring sooner, forward