



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER



PHARMACY

PAMAAGI: PAGKUHA OG MGA TAMBAL SA MGA NAAKABAYAD, SA MGA WALAY IKABAYAD OG KADTONG MGA MIYEMBRO SA PHILHEALTH

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Biyernes 24 oras, Sabado, Domingo og Holiday 7:00AM – 11:00PM (No Noon Break)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente o tagtungod sa pasyente nga anaay kumpletong reseta gikan sa doktor
- C. UNSAY MGA KINAHANGLONON: Reseta, Resibo, Service card og Philhealth-MDR
- D. KADUGAYON: 40 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Ihatag ang reseta sa Pharmacy Staff nga nag-duty.	Presyuhan ang mga tambal sa reseta, ihatag og balik sa pasyente o tagtungod. A. Sa mga nay ikabayad – Instraksyunan ang pasyente/ tagtungod sa	2-5 minutos	Pharmacy Staff	Wala	<ul style="list-style-type: none">• Reseta

	proseso ang gikinahanglang papeles	PhilHealth Acknowledgement Receipt pagmatuod nga kompleto na ilang papeles				
3	A. Sa mga nay ikabayad – Mobalik sa Pharmacy og ipakita ang resita og resibo aron sa pagkuha sa mga tambal nga gibayaran. Pirmahan ang reseta, pagmatood nga nadawat ang ensaktong mga tambal.	Andamon og hatagan sa mga tambal, instraksyunan kabahin sa iyang pag-inom/gamit og ibilin ang resita sa Pharmacy.	5 minutos	Pharmacy Staff	Wala	Resita og Resibo
	B. Sa mga walay ikabayad – Mobalik sa Pharmacy dala na ang pinirmahan nga resita sa Social Worker aron magkuha sa mga tambal.	Andamon ug hatagn sa mga tambal, instraksyonan kabahin sa iyang pag-inom o pag-gamit niini ug ibilin ang reseta sa Pharmacy	5 minutos	Pharmacy Staff	Wala	Resita nga pinirmahan sa Social Worker
	C. Sa mga miyembro sa PHIC – Empleyado	C.Andamon ang mga tambal basis a ward	10-20 minutos	Pharmacy Staff	Makita sa	Reseta nga anaay notasyon gikan sa

	<p>sa hospital ang mag proseso sa mga reseta nga tambal para sa mga pasyente.</p> <p>*Mintras magpaabot,gidasig kamo sa pagsulat sa among customer satisfaction surveyform. Ang inyong mga komento,kalambo-an sa among serbsiy</p>	<p>request ug tawagan ang ‘ward in charge’ kung andam ng makuha</p> <p>C.1 Kuhaon sa ‘ward in charge’ ang mga tambal sa Pharmacy,pirmahan ang reseta sa nagkuha ug i-file kini.</p> <p>C.2 Paliton sa gawas ang mga tambal nga ‘out-of stock’ gamit ang ‘petty cash fund’ alang sa mga NBB nga pasyente</p> <p>C.3 Awtomatik ngs iksrgs sa hospital bill sa pasyente ang tanan nga tambal nga nagamit o nadapat kaniya.</p>		<p>Nurses/ Authorized Hospital Staff</p> <p>Pharmacy Staff</p> <p>Pharmacy Staff</p>	<p>Pricelist o Hospital bill</p>	<p>ward</p>
TAPOS SA TRANSAKSYON						

PAMAAGI: PAG-ULI OG TAMBAL NGA GIPALIT O GIKARGA SA HOSPITAL BILL

- F. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Biyernes 24 oras, Sabado, Domingo og Holiday 7:00AM – 11:00PM (No Noon Break)
- G. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente o tagtungod sa pasyente nga nay tambal nga ig-ululi
- H. UNSAY MGA KINAHANGLONON: Reseta,Resibo,Service Cards u gang mga tambal nga i-uli

I. KADUGAYON: 25 minutos

J. UNSAON NG MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Ihatag ang mga tambal nga ig-uuli sa Pharmacy Staff nga nag-duty.	Inspekyunon ang mga tambal og mayo pa ba o pwede pa ba dawaton. Kung gibayaran ang mga tambal – Kuhaon ang resibo, buhatan og return slip og Petty cash Voucher. Kung gikarga sa hospital bill – Himoan ug return slip,minosan ang reseta sa kantidad sa mga giuli nga tambal ug papirmahan	5-10 minutos	Pharmacy Staff	Wala	<ul style="list-style-type: none"> • Resibo, Petty cash Voucher
2	Kung gibayaran ang mga tambal – Moadto sa Disbursing Office dala ang Petty cash Voucher para magkuha sa kwarta nga hulip.	Hulipan ang tagtungod o pasyente sa kantidad nga kwarta sa iyang gipang-uli nga mga tambal og papirmahan.	5 minutos	Disbursing Staff	Wala	<ul style="list-style-type: none"> • Petty Cash Voucher
3	Kung gikarga sa hospital bill –Empleyado sa hospital ang mag proseso sa mga ig-uuli nga tambal sa mga pasyente.	Tawagan ang PHIC/ Billing Section aron mahibaw sa transaksyon sap ag-uli. Usbon ang charges sa	5-10 minutos	Pharmacy Staff	Wala	<ul style="list-style-type: none"> • Resita • Service Card

		pasyente, koreksyonan ang charges Monitoring Tool og pirmahan				
TAPOS SA TRANSAKSYON						

Prepared by:

DIANA JANE C. REGIS



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PHARMACY

PROCESS: DISPENSING MEDICINES FOR CASH SALES, INDIGENT PATIENTS AND PATIENTS WITH PHILHEALTH BENEFITS

- K. SCHEDULE OF AVAILABILITY OF SERVICE: Mondays-Fridays 24 HOURS, Saturdays, Sundays & Holidays 7:00AM-11:00PM
(No Noon Break)
- L. WHO MAY AVAIL OF THE SERVICE: All Patients or watchers who has a complete prescription
- M. WHAT ARE THE REQUIREMENTS: Prescription, Official Receipt, Service Card, Philhealth-MDR
- N. DURATION: 40 minutes
- O. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Present the prescription to the attending Pharmacy Staff on duty.	Quote the prices of available medicines then return the prescription to the client. A. For Cash Sales – Instruct the patient/watcher to proceed to the Cashier for payment. B. For Indigent Patients – Instruct the patient/watcher to go first to the Medical	2-5 minutes	Pharmacy Staff Pharmacy Staff Pharmacy Staff	None None None	<ul style="list-style-type: none">• Prescription

		<p>Social Service Unit (MSSU) to seek assistance and undergo assessment.</p> <p>C. For Philhealth Members – Instruct the patient/watcher to go to Billing/Phic to process and comply PHIC documentary requirements.</p>		Admitting/ Nursing Service	None	
2	<p>A. For Cash sales – Proceed and pay to the Cashier</p> <p>B. For Indigent Patients – Proceed to Medical Social Service Unit (MSSU)</p> <p>C. For Philhealth Members – Proceed to Billing/PHIC Unit</p>	<p>A. Issue Official Receipt for medicines paid.</p> <p>B. Provide assistance to assessed indigent clients.</p> <p>C. Issue Philhealth Acknowledgement Receipt</p>	5 minutes	<p>A. Cashier</p> <p>B. Social Worker</p> <p>C. Billing / PHIC Staff</p>	<p>A.Refer to pricelist</p> <p>B. None</p> <p>C. None</p>	<p>A.Prescription with price quotation from the Pharmacy</p> <p>B. Prescription with price quotation</p> <p>C.PHID-MDR</p>
3	<p>A. For Cash Sales – Return to the Pharmacy, present the prescription and Official Receipt to claim the medicines paid. Affix printed name and signature to signify that the</p>	<p>A. Prepare and dispense the medicines, instruct the client/watcher regarding their medication and retain the prescription for filing</p>	5 minutes	Pharmacy Staff	None	A. Prescription and Official Receipt.

	<p>medicines were received.</p> <p>B. For Indigent Patients – Return to the Pharmacy and present the signed and noted prescription by the Social Worker. Affix printed name and signature to signify that the medicines were received.</p> <p>C. For Philhealth Members – Handling of prescription from admitted patients will be among hospital's healthcare staff</p> <p>*While waiting, you are encouraged to fill-up our Customer Satisfaction Survey form. Your feedback is our service improvement.</p>	<p>B. Prepare and dispense the medicines, instruct the client/watcher regarding their medication and retain the prescription for filing.</p> <p>C. Prepare the medicines per ward request, call the ward in charge if medicines are ready for pick up.</p> <p>C.1 Ward in charge will pick up medicines from Pharmacy, receive the prescriptions and kept for filing</p> <p>C.2 Out of stock medicines (PNF-listed) for NBB eligible in-patients will be provided to them through utilization of petty cash fund and/or sourcing out</p> <p>C.3 Dispensed medications</p>	<p>5 minutes</p> <p>10-20 minutes</p>	<p>Pharmacy Staff</p> <p>Pharmacy Staff</p> <p>Nurses / Authorize Hospital Staff</p> <p>Pharmacy Staff</p> <p>Pharmacy</p>	<p>None</p> <p>Refer to pricelist, or hospital bill</p>	<p>B. Prescription with notation and signature by the Social Worker.</p> <p>C. Prescription with notation as to Philhealth member's classification</p>
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		will be automatically charged to the patients' hospital bill		Staff		
END OF DISPENSING TRANSACTION						

PROCESS: RETURN OF MEDICINES BOUGHT OR CHARGED TO HOSPITAL BILL

P. SCHEDULE OF AVAILABILITY OF SERVICE: Mondays-Fridays 24 HOURS, Saturdays, Sundays & Holidays 7:00AM-11:00PM
(No Noon Break)

Q. WHO MAY AVAIL OF THE SERVICE: All Patients or watchers who has unused medicines for return

R. WHAT ARE THE REQUIREMENTS: Official Receipt, Prescription, Service Cards and item for return

S. DURATION: 25 minutes

T. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Present the medicines for return to the attending Pharmacy Staff on duty.	Inspect the medicines if it's acceptable according to its condition' packaging and appearance. For paid medicines – Ask for the Official Receipt and accomplish the return slip and Petty Cash Voucher.	5-10 minutes	Pharmacy Staff	None	<ul style="list-style-type: none"> • Official Receipt • Petty Cash Voucher

		For charged to hospital bill – Accomplish the return slip, deduct the amount of the returns from the prescription and countersign.				
2	For paid medicines – Bring the accomplished Petty Cash Voucher to the Disbursing Office to claim the cash refund.	Issue cash refund of returned medicines and let the client affix his/her signature in the Petty Cash Voucher	5 minutes	Disbursing Staff	None	<ul style="list-style-type: none"> Petty Cash Voucher
3	For medicines charged to hospital bill – Return transactions of unused medicines will be handled by hospital staff	Call the PHIC/ Billing Section to inform them of the return transaction. Adjust and update the patient's charges and make the necessary correction in the Charges Monitoring Tool and Countersign	5-10 minutes	Pharmacy Staff	None	<ul style="list-style-type: none"> Prescription Service card
END OF RETURN TRANSACTION						

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