# SELF-ASSESSMENT GUIDE

<table>
<thead>
<tr>
<th>Qualification:</th>
<th>PHARMACY SERVICES NCIII</th>
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<tbody>
<tr>
<td>Project-Based Assessment</td>
<td>PROVIDE PHARMACY SERVICES TO CLIENTS/PATIENTS</td>
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## Units of Competency Covered:

- **Project 1:**
  - Practice good housekeeping
  - Arrange and display pharmaceutical products
- **Project 2:**
  - Perform good laboratory practice
  - Adhere to good manufacturing practices
- **Project 3:**
  - Monitor supply/inventory of pharmaceutical products
  - Handle and control pharmaceutical products
- **Project 4:**
  - Demonstrate product knowledge on medicines
  - Dispense pharmaceutical products
  - Perform health promotion, education and vigilance

## Instruction:
- Read each of the questions in the left-hand column of the chart.
- Place a check in the appropriate box opposite each question to indicate your answer.

<table>
<thead>
<tr>
<th>Can I?</th>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td><strong>PERFORM HOUSEKEEPING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Perform housekeeping procedures in line with company policy and regulations*</td>
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<td></td>
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<tr>
<td>• Keep area clean using appropriate cleaning materials and methods*</td>
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<td></td>
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<tr>
<td>• Clean and use tools and equipment in accordance with company policies and procedures*</td>
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<tr>
<td>• Document housekeeping procedures in line with company policy and regulations</td>
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<tr>
<td>• Comply to procedures to achieve a safe working environment in the area*</td>
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<tr>
<td>• Act upon irregularities in accordance with the company policies and procedures</td>
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<tr>
<td>• Control dispensing area access controls at all times</td>
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<tr>
<td>• Document housekeeping procedures in line with company policy and regulations</td>
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| **ARRANGE AND DISPLAY OF PHARMACEUTICAL PRODUCTS** |     |    |
| • Display products according to planogram* |     |    |
| • Maintain regular and timely replenishment of product display with minimum disruption to customer or traffic flow* |     |    |

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- Place and maintain displays in a safe and secure manner

- Attach price tags and proper labels to the shelves correctly, and at the specified location according to company policy
- Implement store policy and procedures with regard to pricing and promo discounts
- Attach updated promo label and in accordance with established procedures

- Arrange promotional items based on merchandising agreement

- Place guides and product locators within the store to facilitate ease of locating items

- Interview clients regarding feedback on promos in accordance with established procedures.
- Document client feedback and in accordance with established procedures
- Report store feedback on promos to the pharmacists/suppliers and in accordance with established procedures

**PERFORMS GOOD LABORATORY PRACTICE**

- Wear proper laboratory outfit *
- Demonstrate proper conduct at all times*

- Weigh substances accurately using appropriate techniques and weighing balance in accordance with good laboratory practice*  
- Measure semi-solids, liquids and liquid medicines using appropriate glassware capacity in accordance with good laboratory practices*

- Prevent cross-contamination among substances at all times*

- Perform cleaning and storage of pharmacy glassware/devices/equipment in accordance with established procedures
- Use appropriate cleaning solution for each glassware, device or equipment based on manufacturers/suppliers recommendation.

- Use equipment in accordance with manufacturers manual and good laboratory practices.
- Attend and report damage on equipment and device or any laboratory glassware immediately to the appropriate personnel.

- Follow proper waste disposal in accordance with good laboratory practices
- Maintain use of logbook in accordance with established procedures

**ADHERE IN GOOD MANUFACTURING PRACTICE (GMP)**

- Easily locate and access GMP reference and in accordance with company policies and procedures

- Identify GMP requirements
- Identify GMP principles related to own duties and responsibilities*
- Identify and develops work habits relating to GMP
- Comply with GMP requirements on personal hygiene*
- Prepare, use, store and dispose clothing in accordance with GMP and company procedures and policies
- Report sick or injured personnel at the workplace to authorized person
- Observe movement inside the premises according to area entry and exit procedures
- Routinely monitor work area, materials and equipment to ensure compliance with GMP requirements
- Process raw materials, product and packaging components according to GMP requirements and standard operating procedures*
- Conduct work in accordance with duties and responsibilities. Standard operating procedure, and workplace environmental guidelines.
- Identify and report contamination and cross-contamination occurring at the workplace to the authorized person
- Identify and report processes, practices or conditions that deviate from standard operating procedures relevant to compliance with GMP to authorized person
- Identify and complete filled data entry requirements in documentation forms in accordance with established procedures
- Record information according to company policy reporting procedures

**MONITOR SUPPLY/INVENTORY OF PHARMACEUTICAL PRODUCTS**

- Recognize products in the assortment list and formulary*
- Classify products according to market demand*
- Record, collect, and submit list of unserved products to the pharmacist
- Manage stock data by updating the inventory system*
- Prepare procurement documents according to company policy
- Communicate procurement needs to inventory manager/analyst or pharmacist
- Prepare purchase request to suppliers in accordance with procurement policy
- Check delivery specifications whether it is in accordance to Good Distribution Practices
- Compare delivery specifications and product specification whether it is in accordance with Good Distribution Practices.
- Recognize deviation from product specification to detect wrong, damaged or fake medicines*
- Fill completely data entry requirements related to processing orders in accordance with established procedures
- Accomplish documents thoroughly and keeps them in accordance with company and regulatory policy
- Retrieve and package products properly according to product specification to avoid breakages
- Maintain special delivery specifications in accordance with Good Distribution Practices
- Check labelling, product and delivery specifications, and delivery information in accordance with established procedures*

- Dispatch products accurately in a timely manner

- Secure delivery information and follows security procedures to ensure integrity of delivered products

- Perform handling of returned products or products for return in accordance with policy and procedure in place.
- Communicate return policies to patients/clients in accordance with established procedures

- Maintain accurate documentation records and credit process is completed in a timely manner

### HANDLE AND CONTROL PHARMACEUTICAL PRODUCTS

- Store stocks in accordance with manufacturer’s specifications, regulatory and company policy and procedures*

- Monitor and maintain storage conditions in accordance with manufacturer’s instructions, company procedures and regulatory requirements*

- Arrange stocks in shelves in accordance with first expiry, first-out policy*

- Monitor expiration dates in accordance with institutional and regulatory guidelines

- Conduct inventory count regularly in accordance with company procedures and policy
- Monitor and report stock level requirements in accordance with established procedures*

- Identify and report stock discrepancies to the pharmacist for reconciliation and proper action

- Identify and dispose expired/damaged stocks in accordance with manufacturer’s and company’s policies, regulatory and environmental policies records

- Segregate and label expired/damaged stocks in specific containers and in accordance with established procedures

- Update stock records after disposal and in accordance with established procedures

### DEMONSTRATE PRODUCT KNOWLEDGE ON MEDICINES

- Identify generic names, brand names, stock keeping units (SKU), dose regimen, and therapeutic classification, indication and effects in accordance with the inventory list.*

- Identify generic equivalent of OTC drugs in accordance with the generic menu card.

- Compute appropriate quantity of medicine to verify the prescribed regimen of the doctor.
- Refer incorrect quantities based on calculations to the pharmacist

- Explain where necessary amount and dosage and name of drugs in prescription to customer.
- Provide information on indication and dosing, duration of treatment, common side effect, precautions under the supervision of the pharmacist*
- Provides information on proper storage of OTC and prescription medicines and what to do with missed dose under the supervision of the pharmacist.

**DISPENSE PHARMACEUTICAL PRODUCTS**

- Greet the patient/client and asks what assistance can be extended to them in accordance with pharmacy guidelines and procedures*
- Maintain confidentiality, tact and privacy at all times while interacting with clients/patients and/or passing on relevant information to other pharmacy staff*

**FOR OTC:**

- Provide upon receipt of the order a guided recommendation of OTC medicines for minor symptoms following established procedures*

**FOR PRESCRIPTION:**

- Check prescription for validity and completeness of prescription details in accordance with legal and regulatory requirements, upon receipt of the prescription. *
- Endorse prescription to the pharmacists for validation
- Offer generic products on the menu card to identify preferred product of the patient/client. *
- Offer all available generic equivalents to the prescription and identify the preferred product of the patient following established procedures
- Check availability and quantity of medicines ordered against inventory on hand.
- Check availability of medicines ordered and quantity of order/s is/are confirmed.
- Question patient/client regarding any entitlement status with regard to Health Care Benefit Scheme and PhilHealth insurance when applicable or the mode of payment
- Retrieve product from the shelves following established procedures.
- Prepare labels in accordance with regulatory requirements ensuring legibility. *
- Count ordered medicines using appropriate devices and packages into a suitable container under pharmacist supervision*
- Endorse prepared product to the pharmacist for checking following established procedures
- Subtract and note for partially filled prescription, quantity of medicine discussed in the prescription pad prior to return to the client/patient
- Keep and file if the prescription is completely filled
- Enter prescription/patient data accurately and confidentially into dispensing computer records according to regulatory requirements
- Assist Pharmacists to dispense the prescription according to the steps
  - Note and endorse where necessary multiple orders from 2 or more customers to the cashier
  - Confirm identity of the patient receiving the medicines in accordance with company policy and procedure

- Issue change accurately and gives official receipt is issue

- Refer any pharmaceutical and disease-based questions beyond the scope of the training to pharmacist.

**PERFORM HEALTH PROMOTION, EDUCATION AND VIGILANCE**

- Perform basic screening procedures in accordance with established process.

- Identify trigger points for referral following established procedures.

- Refer patients with minor health problems to the pharmacist.

- Refer patients with major health problems to other health care professionals

- Refer patients to health facility for proper diagnosis following established procedures.

- Educate patients on self-care and rational and responsible use of drug in accordance with established procedures

- Provide health information to patients in accordance with established procedures.

- Provide information, education and communication materials to the patients as needed

- Provide information to patients regarding common diseases, minor ailments and seasonal diseases in accordance with established procedures.

- Gather unusual or unexpected effects of drugs and reports to pharmacist.

- Explain objectives of reporting adverse drug events to patient in accordance with established procedures.

- Encourage patients to report any unusual experience in the use of the medicine.

- Give instructions on how to fill out the form to the patients in accordance with FDA requirements or company policy.

- Clarify to patient on items that should be answers on the health vigilance form

- Process, tabulates and summarizes patient responses and reports to store supervisor.

I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.

<table>
<thead>
<tr>
<th>Candidate’s Name:</th>
<th>Date:</th>
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