

## SELF-ASSESSMENT GUIDE

Qualification:	<b>PHARMACY SERVICES NCIII</b>	
Project-Based Assessment	<b>PROVIDE PHARMACY SERVICES TO CLIENTS/PATIENTS</b>	
Units of Competency Covered:	<u>Project 1:</u> Practice good housekeeping Arrange and display pharmaceutical products <u>Project 2:</u> Perform good laboratory practice Adhere to good manufacturing practices <u>Project 3:</u> Monitor supply/inventory of pharmaceutical products Handle and control pharmaceutical products <u>Project 4:</u> Demonstrate product knowledge on medicines Perform dispensing activities Perform health promotion, education and vigilance	
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
<b>PERFORM HOUSEKEEPING</b>		
• Perform housekeeping procedures in line with company policy and regulations*		
• Keep area clean using appropriate cleaning materials and methods*		
• Clean and use tools and equipment in accordance with company policies and procedures*		
• Document housekeeping procedures in line with company policy and regulations		
• Comply to procedures to achieve a safe working environment in the area*		
• Act upon irregularities in accordance with the company policies and procedures		
• Control dispensing area access controls at all times		
• Document housekeeping procedures in line with company policy and regulations		
<b>ARRANGE AND DISPLAY OF PHARMACEUTICAL PRODUCTS</b>		
• Display products according to planogram*		
• Maintain regular and timely replenishment of product display with minimum disruption to customer or traffic flow*		
• Place and maintain displays in a safe and secure manner		

<ul style="list-style-type: none"> <li>• Attach price tags and proper labels to the shelves correctly, and at the specified location according to company policy</li> <li>• Implement store policy and procedures with regard to pricing and promo discounts</li> <li>• Attach updated promo label and in accordance with established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Arrange promotional items based on merchandising agreement</li> </ul>		
<ul style="list-style-type: none"> <li>• Place guides and product locators within the store to facilitate ease of locating items</li> </ul>		
<ul style="list-style-type: none"> <li>• Interview clients regarding feedback on promos in accordance with established procedures.</li> <li>• Document client feedback and in accordance with established procedures</li> <li>• Report store feedback on promos to the pharmacists/suppliers and in accordance with established procedures</li> </ul>		
<b>PERFORMS GOOD LABORATORY PRACTICE</b>		
<ul style="list-style-type: none"> <li>• Wear proper laboratory outfit *</li> </ul>		
<ul style="list-style-type: none"> <li>• Demonstrate proper conduct at all times*</li> </ul>		
<ul style="list-style-type: none"> <li>• Weigh substances accurately using appropriate techniques and weighing balance in accordance with good laboratory practice*</li> <li>• Measure semi-solids, liquids and liquid medicines using appropriate glassware capacity in accordance with good laboratory practices*</li> </ul>		
<ul style="list-style-type: none"> <li>• Prevent cross-contamination among substances at all times*</li> </ul>		
<ul style="list-style-type: none"> <li>• Perform cleaning and storage of pharmacy glassware/ devices/equipment in accordance with established procedures</li> <li>• Use appropriate cleaning solution for each glassware, device or equipment based on manufacturers/suppliers recommendation.</li> </ul>		
<ul style="list-style-type: none"> <li>• Use equipment in accordance with manufacturers manual and good laboratory practices.</li> <li>• Attend and report damage on equipment and device or any laboratory glassware immediately to the appropriate personnel.</li> </ul>		
<ul style="list-style-type: none"> <li>• Follow proper waste disposal in accordance with good laboratory practices</li> </ul>		
<ul style="list-style-type: none"> <li>• Maintain use of logbook in accordance with established procedures</li> </ul>		
<b>ADHERE IN GOOD MANUFACTURING PRACTICE (GMP)</b>		
<ul style="list-style-type: none"> <li>• Easily locate and access GMP reference and in accordance with company policies and procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify GMP requirements</li> <li>• Identify GMP principles related to own duties and responsibilities*</li> <li>• Identify and develops work habits relating to GMP</li> </ul>		

<ul style="list-style-type: none"> <li>• Comply with GMP requirements on personal hygiene*</li> <li>• Prepare, use, store and dispose clothing in accordance with GMP and company procedures and policies</li> <li>• Report sick or injured personnel at the workplace to authorized person</li> </ul>		
<ul style="list-style-type: none"> <li>• Observe movement inside the premises according to area entry and exit procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Routinely monitor work area, materials and equipment to ensure compliance with GMP requirements</li> </ul>		
<ul style="list-style-type: none"> <li>• Process raw materials, product and packaging components according to GMP requirements and standard operating procedures*</li> </ul>		
<ul style="list-style-type: none"> <li>• Conduct work in accordance with duties and responsibilities. Standard operating procedure, and workplace environmental guidelines.</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify and report contamination and cross-contamination occurring at the workplace to the authorized person</li> <li>• Identify and report processes, practices or conditions that deviate from standard operating procedures relevant to compliance with GMP to authorized person</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify and complete filled data entry requirements in documentation forms in accordance with established procedures</li> <li>• Record information according to company policy reporting procedures</li> </ul>		
<b>MONITOR SUPPLY/INVENTORY OF PHARMACEUTICAL PRODUCTS</b>		
<ul style="list-style-type: none"> <li>• Recognize products in the assortment list and formulary*</li> </ul>		
<ul style="list-style-type: none"> <li>• Classify products according to market demand*</li> </ul>		
<ul style="list-style-type: none"> <li>• Record, collect, and submit list of unserved products to the pharmacist</li> </ul>		
<ul style="list-style-type: none"> <li>• Manage stock data by updating the inventory system*</li> </ul>		
<ul style="list-style-type: none"> <li>• Prepare procurement documents according to company policy</li> <li>• Communicate procurement needs to inventory manager/analyst or pharmacist</li> <li>• Prepare purchase request to suppliers in accordance with procurement policy</li> </ul>		
<ul style="list-style-type: none"> <li>• Check delivery specifications whether it is in accordance to Good Distribution Practices</li> <li>• Compare delivery specifications and product specification whether it is in accordance with Good Distribution Practices.</li> </ul>		
<ul style="list-style-type: none"> <li>• Recognize deviation from product specification to detect wrong, damaged or fake medicines*</li> </ul>		
<ul style="list-style-type: none"> <li>• Fill completely data entry requirements related to processing orders in accordance with established procedures</li> <li>• Accomplish documents thoroughly and keeps them in accordance with company and regulatory policy</li> </ul>		
<ul style="list-style-type: none"> <li>• Retrieve and package products properly according to product specification to avoid breakages</li> <li>• Maintain special delivery specifications in accordance with Good Distribution Practices</li> </ul>		

<ul style="list-style-type: none"> <li>• Check labelling, product and delivery specifications, and delivery information in accordance with established procedures*</li> </ul>		
<ul style="list-style-type: none"> <li>• Dispatch products accurately in a timely manner</li> </ul>		
<ul style="list-style-type: none"> <li>• Secure delivery information and follows security procedures to ensure integrity of delivered products</li> </ul>		
<ul style="list-style-type: none"> <li>• Perform handling of returned products or products for return in accordance with policy and procedure in place.</li> <li>• Communicate return policies to patients/clients in accordance with established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Maintain accurate documentation records and credit process is completed in a timely manner</li> </ul>		
<b>HANDLE AND CONTROL PHARMACEUTICAL PRODUCTS</b>		
<ul style="list-style-type: none"> <li>• Store stocks in accordance with manufacturer's specifications, regulatory and company policy and procedures*</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitor and maintain storage conditions in accordance with manufacturer's instructions, company procedures and regulatory requirements*</li> </ul>		
<ul style="list-style-type: none"> <li>• Arrange stocks in shelves in accordance with first expiry, first-out policy*</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitor expiration dates in accordance with institutional and regulatory guidelines</li> </ul>		
<ul style="list-style-type: none"> <li>• Conduct inventory count regularly in accordance with company procedures and policy</li> <li>• Monitor and report stock level requirements in accordance with established procedures*</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify and report stock discrepancies to the pharmacist for reconciliation and proper action</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify and dispose expired/damaged stocks in accordance with manufacturer's and company's policies, regulatory and environmental policies records</li> </ul>		
<ul style="list-style-type: none"> <li>• Segregate and label expired/damaged stocks in specific containers and in accordance with established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Update stock records after disposal and in accordance with established procedures</li> </ul>		
<b>DEMONSTRATE PRODUCT KNOWLEDGE ON MEDICINES</b>		
<ul style="list-style-type: none"> <li>• Identify generic names, brand names, stock keeping units (SKU), dose regimen, and therapeutic classification, indication and effects in accordance with the inventory list.*</li> <li>• Identify generic equivalent of OTC drugs in accordance with the generic menu card.</li> </ul>		
<ul style="list-style-type: none"> <li>• Compute appropriate quantity of medicine to verify the prescribed regimen of the doctor.</li> <li>• Refer incorrect quantities based on calculations to the pharmacist</li> <li>• Explain where necessary amount and dosage and name of drugs in prescription to customer.</li> </ul>		

<ul style="list-style-type: none"> <li>• Provide information on indication and dosing, duration of treatment, common side effect, precautions under the supervision of the pharmacist*</li> <li>• Provides information on proper storage of OTC and prescription medicines and what to do with missed dose under the supervision of the pharmacist.</li> </ul>		
<b>DISPENSE PHARMACEUTICAL PRODUCTS</b>		
<ul style="list-style-type: none"> <li>• Greet the patient/ client and asks what assistance can be extended to them in accordance with pharmacy guidelines and procedures*</li> </ul>		
<ul style="list-style-type: none"> <li>• Maintain confidentiality, tact and privacy at all times while interacting with clients/patients and/or passing on relevant information to other pharmacy staff*</li> </ul>		
<p>FOR OTC:</p> <ul style="list-style-type: none"> <li>• Provide upon receipt of the order a guided recommendation of OTC medicines for minor symptoms following established procedures*</li> </ul> <p>FOR PRESCRIPTION:</p> <ul style="list-style-type: none"> <li>• Check prescription for validity and completeness of prescription details in accordance with legal and regulatory requirements, upon receipt of the prescription. *</li> <li>• Endorse prescription to the pharmacists for validation</li> </ul>		
<ul style="list-style-type: none"> <li>• Offer generic products on the menu card to identify preferred product of the patient/client. *</li> <li>• Offer all available generic equivalents to the prescription and identify the preferred product of the patient following established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Check availability and quantity of medicines ordered against inventory on hand.</li> <li>• Check availability of medicines ordered and quantity of order/s is/are confirmed.</li> </ul>		
<ul style="list-style-type: none"> <li>• Question patient/client regarding any entitlement status with regard to Health Care Benefit Scheme and PhilHealth insurance when applicable or the mode of payment</li> </ul>		
<ul style="list-style-type: none"> <li>• Retrieve product from the shelves following established procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Prepare labels in accordance with regulatory requirements ensuring legibility. *</li> </ul>		
<ul style="list-style-type: none"> <li>• Count ordered medicines using appropriate devices and packages into a suitable container under pharmacist supervision*</li> </ul>		
<ul style="list-style-type: none"> <li>• Endorse prepared product to the pharmacist for checking following established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Subtract and note for partially filled prescription, quantity of medicine discussed in the prescription pad prior to return to the client/patient</li> <li>• Keep and file if the prescription is completely filled</li> </ul>		
<ul style="list-style-type: none"> <li>• Enter prescription/ patient data accurately and confidentially into dispensing computer records according to regulatory requirements</li> </ul>		

<ul style="list-style-type: none"> <li>• Assist Pharmacists to dispense the prescription according to the steps <ul style="list-style-type: none"> <li>• Note and endorse where necessary multiple orders from 2 or more customers to the cashier</li> <li>• Confirm identity of the patient receiving the medicines in accordance with company policy and procedure</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>• Issue change accurately and gives official receipt is issue</li> </ul>		
<ul style="list-style-type: none"> <li>• Refer any pharmaceutical and disease-based questions beyond the scope of the training to pharmacist. *</li> </ul>		
<b>PERFORM HEALTH PROMOTION, EDUCATION, VIGILANCE</b>		
<ul style="list-style-type: none"> <li>• Perform basic screening procedures in accordance with established process.*</li> </ul>		
<ul style="list-style-type: none"> <li>• Identify trigger points for referral following established procedures. *</li> </ul>		
<ul style="list-style-type: none"> <li>• Refer patients with minor health problems to the pharmacist. *</li> <li>• Refer patients with major health problems to other health care professionals</li> <li>• Refer patients to health facility for proper diagnosis following established procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Educate patients on self-care and rational and responsible use of drug in accordance with established procedures</li> </ul>		
<ul style="list-style-type: none"> <li>• Provide health information to patients in accordance with established procedures.*</li> <li>• Provide information, education and communication materials to the patients as needed</li> <li>• Provide information to patients regarding common diseases, minor ailments and seasonal diseases in accordance with established procedures.</li> </ul>		
<ul style="list-style-type: none"> <li>• Gather unusual or unexpected effects of drugs and reports to pharmacist.</li> </ul>		
<ul style="list-style-type: none"> <li>• Explain objectives of reporting adverse drug events to patient in accordance with established procedures. *</li> <li>• Encourage patients to report any unusual experience in the use of the medicine.</li> </ul>		
<ul style="list-style-type: none"> <li>• Give instructions on how to fill out the form to the patients in accordance with FDA requirements or company policy.</li> <li>• Clarify to patient on items that should be answers on the health vigilance form</li> <li>• Process, tabulates and summarizes patient responses and reports to store supervisor.</li> </ul>		
<p>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.</p>		
<b>Candidate's Name:</b>	<b>Date:</b>	