



Department of Health  
**SAN LAZARO HOSPITAL**

**CITIZEN'S CHARTER  
MANUAL**



DOCUMENT CODE:  
CC-MS-PD-001

REVISION NO.

0

DATE EFFECTIVE  
June 6, 2019

**DEPARTMENT: PHARMACY DEPARTMENT**

**PROCESS 1: DISPENSING OF DRUGS/MEDICINES ( IN-PATIENT )**

**Schedule of Services: 24/7 ( MONDAY TO SUNDAY, 24 HOURS SERVICE )**

**Services Provided to: IN-PATIENT**

**Requirements Needed: RIS, ARF, PRESCRIPTIONS, REFERRALS/  
GUARANTEE LETTER**

**Forms as indicated in the different activities below.**

**Duration: 5 – 45 MINUTES PER PRESCRIPTION AND RIS**

Step (no.)	Activities (procedure, start with verb, present tense, with direct contact with clients)	Forms (reference link, docs)	Fees	Response Time	Person Responsible
1	Receives prescription order, RIS with documents attached and checks the completeness of the request	RIS, prescription, ARF, referrals	None	5-8 mins.	Pharmacist
2	Checks the availability of the stocks. encoder, encodes the drugs request	Stock cards	None	5-45 mins.	Encoder
3	Prepares all the drug/meds based on their ward request, notifies the wards concerned for release	Prescription RIS	None	5-45 mins.	Pharmacist
4	Checks/Dispense the prepared drugs/meds	Prescription	None	5-15 mins.	Pharmacist
END OF TRANSACTION					