



# Council of the Pharmaceutical Society of Uganda

SOP No:PSU-08	<b>STANDARD OPERATING PROCEDURE</b>	Effective Date: 01.01.2016
Version No: 01	Pharmacist Job Responsibilities at the Pharmacy	Review Date: 01.01.2017

**1.0 Purpose:** To define the responsibilities of Pharmacists at retail and wholesale Pharmacies. Pharmacists are experts in drugs and it is necessary for their knowledge and skills to be used to enhance Pharmaceutical service delivery.

**2.0 Responsibility:** All members of the Society

**3.0 Applicable to:** Wholesale and Retail Pharmacies

## 4.0 Procedure

### 4.1 Regulatory affairs activities

4.1.1 Conduct facility self-inspection audits using the PSU and NDA inspection checklists to assess for compliance to good Pharmacy practices at least once in every quarter

4.1.2 Provide professional advice to the Pharmacy on regulatory compliance matters

4.1.3 Prepare CAPAs (Correction Action and Preventive Action) plans in response to PSU and NDA audits.

4.1.4 Prepare and file licensing and certification documents for the Pharmacy on an annual basis to PSU and NDA.

Prepared By/Sign/Date	Reviewed by/Sign/Date:	Authorized by/Sign/Date:



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4..1.5 Make notifications to PSU and NDA for any regulatory changes e.g change in facility names, location, professional personnel etc.

4.1.6 Implement any local or international drug alerts including product recalls, change in product literature such as adverse reactions, dosing etc.

## 4.2 Quality Assurance Activities

4.2.1 Prepare standard operating procedures for the various operations at the Pharmacy and make reviews at least once in 2 years.

4.2.2 Develop a Quality policy for the Pharmacy

4.2.3 Conduct visual inspection of medicines to assess for any deterioration as per annexure PSU-08/A1 o identify any sedimentation, foreign particles, colour and odour changes etc. This should be done at least once a week.

4.2.4 Prepare a Pharmacy formulary and case management protocol for the various conditions and review at least once a year as per annexure PSU-08/A2.

4.2.4 Initiate dispensing logs as per annexure PSU-08/A3 and make reviews during each supervisory visit for the following: appropriateness of therapy given, medication errors, drug interactions, appropriate drug counseling, appropriateness of dose, dispensing errors etc.

4.2.5 Review the daily logs of temperature, cleaning and sign off as appropriate.



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4.2.6 Prepare and implement an annual training program of all staff as per Annexure PSU-08/A4.

4.2.7 Ensure regular testing of products .Samples of various products should be taken from a risk based perspective and sent to an outside lab for analysis at least on a monthly basis. An annual sampling and testing plan should be made. High risk products include those that have a high tendency of being counterfeited e.g antimalarials or being substandard e.g antibiotics. Both wholesale and retail Pharmacies should have these measures in place.

## 4.3 Supply Chain activities

4.3.1 Pre-qualify all suppliers of medicines to the Pharmacy and ensure they meet the necessary requirements

4.3.2 Approve the list of all medicines and supplies that can be purchased by the Pharmacy. This is necessary to avoid stocking of products that may be banned or unregistered.

4.3.3 Assess for eligibility of any organization or person to purchase medicines from the Pharmacy to eliminate possibilities of medicines going into illicit channels or being abused especially for selected products such as narcotics or commonly abused products.



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4.3.4 Develop traceability mechanisms for each of the products to ensure that in the event of a recall or need for an investigation the supply chain can enable adequate traceability(Wholesale).

4.3.5 Assess products for any suspected counterfeit or substandard products at least once in a fortnight using the visual inspection tool on annexure PSU-08/A1.

4.3.6 Sensitize and provide medical information to organizations on any new drugs that may have come into the market (wholesale Pharmacy).

4.3.7 Ensure good storage and warehousing practices are followed and develop a storage chart for the various classes of goods e.g. cold chain products, products to be stored away from light e.g. vitamins etc.

4.3.8 Put in place and monitor systems to ensure adequate inventory stocks and timely replenishment.

4.3.9 Advise management on purchase issues to ensure price optimization for products that are stocked.



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## 4.4 Pharmaceutical care and medicine use activities

4.4.1 Dispense medicines to clients

4.4.2 Provide drug information to patients on indications, contra-indications, drug interactions

4.4.3 Monitor antibiotics to detect any resistance and conduct sensitivity tests at least once every 6 months.

4.4.4 Pharmacovigilance monitoring to detect any adverse events should be done at least once in every quarter.

4.4.5 Make Product reviews for selected products in order to establish patient responses for purposes of informing literature.

4.4.6. Implement any changes in treatment guidelines but at the same time make contributions to informing any updations to treatment protocols.

4.4.7 Conduct drug utilization reviews specifically in institutional Pharmacies.

4.4.8 Make follow up visits especially for patients with chronic conditions and develop and implement therapeutic drug monitoring plans.

4.4.9 Conduct history taking including drug history for patients and maintain records and their confidentiality.



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4.4.10 Monitor vital signs of patients including blood pressure, pulse rate, breathing rate etc

4.4.11 Drug administration of contraceptives and vaccines.

**NB: The responsibilities listed are no exhaustive. However, Council shall regularly review them to ensure any new or omitted roles are updated in a timely manner.**

### **Annexures**

PSU-08/A1-Visual inspection of medicines

PSU-08/A2-Pharmacy formulary specimen

PSU-08/A3-Dispensing Log specimen