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to be filled out by the Processing Officer

SELF-ASSESSMENT GUIDE

Qualification:	PHARMACY SERVICES NCIII		
Project-Based Assessment	PROVIDE PHARMACY SERVICES TO CLIENTS/PATIENTS		
Units of Competency Covered:	<p><u>Project 1:</u> Practice good housekeeping Arrange and display pharmaceutical products</p> <p><u>Project 2:</u> Perform good laboratory practice Adhere to good manufacturing practices</p> <p><u>Project 3:</u> Monitor supply/inventory of pharmaceutical products Handle and control pharmaceutical products</p> <p><u>Project 4:</u> Demonstrate product knowledge on medicines Perform dispensing activities Perform health promotion, education and vigilance</p>		
<p>Instruction:</p> <ul style="list-style-type: none"> • 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. 			
Can I?	YES	NO	
PERFORM HOUSEKEEPING			
• 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			
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*			
• Place and maintain displays in a safe and secure manner			

<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Arrange promotional items based on merchandising agreement 		
<ul style="list-style-type: none"> • Place guides and product locators within the store to facilitate ease of locating items 		
<ul style="list-style-type: none"> • 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		
<ul style="list-style-type: none"> • Wear proper laboratory outfit * 		
<ul style="list-style-type: none"> • Demonstrate proper conduct at all times* 		
<ul style="list-style-type: none"> • 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* 		
<ul style="list-style-type: none"> • Prevent cross-contamination among substances at all times* 		
<ul style="list-style-type: none"> • 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. 		
<ul style="list-style-type: none"> • 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. 		
<ul style="list-style-type: none"> • Follow proper waste disposal in accordance with good laboratory practices 		
<ul style="list-style-type: none"> • Maintain use of logbook in accordance with established procedures 		
ADHERE IN GOOD MANUFACTURING PRACTICE (GMP)		
<ul style="list-style-type: none"> • Easily locate and access GMP reference and in accordance with company policies and procedures 		
<ul style="list-style-type: none"> • Identify GMP requirements • Identify GMP principles related to own duties and responsibilities* • Identify and develops work habits relating to GMP 		

<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Observe movement inside the premises according to area entry and exit procedures 		
<ul style="list-style-type: none"> • Routinely monitor work area, materials and equipment to ensure compliance with GMP requirements 		
<ul style="list-style-type: none"> • Process raw materials, product and packaging components according to GMP requirements and standard operating procedures* 		
<ul style="list-style-type: none"> • Conduct work in accordance with duties and responsibilities. Standard operating procedure, and workplace environmental guidelines. 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • 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		
<ul style="list-style-type: none"> • Recognize products in the assortment list and formulary* 		
<ul style="list-style-type: none"> • Classify products according to market demand* 		
<ul style="list-style-type: none"> • Record, collect, and submit list of unserved products to the pharmacist 		
<ul style="list-style-type: none"> • Manage stock data by updating the inventory system* 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • 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. 		
<ul style="list-style-type: none"> • Recognize deviation from product specification to detect wrong, damaged or fake medicines* 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Retrieve and package products properly according to product specification to avoid breakages • Maintain special delivery specifications in accordance with Good Distribution Practices 		

<ul style="list-style-type: none"> • Check labelling, product and delivery specifications, and delivery information in accordance with established procedures* 		
<ul style="list-style-type: none"> • Dispatch products accurately in a timely manner 		
<ul style="list-style-type: none"> • Secure delivery information and follows security procedures to ensure integrity of delivered products 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Maintain accurate documentation records and credit process is completed in a timely manner 		
HANDLE AND CONTROL PHARMACEUTICAL PRODUCTS		
<ul style="list-style-type: none"> • Store stocks in accordance with manufacturer's specifications, regulatory and company policy and procedures* 		
<ul style="list-style-type: none"> • Monitor and maintain storage conditions in accordance with manufacturer's instructions, company procedures and regulatory requirements* 		
<ul style="list-style-type: none"> • Arrange stocks in shelves in accordance with first expiry, first-out policy* 		
<ul style="list-style-type: none"> • Monitor expiration dates in accordance with institutional and regulatory guidelines 		
<ul style="list-style-type: none"> • Conduct inventory count regularly in accordance with company procedures and policy • Monitor and report stock level requirements in accordance with established procedures* 		
<ul style="list-style-type: none"> • Identify and report stock discrepancies to the pharmacist for reconciliation and proper action 		
<ul style="list-style-type: none"> • Identify and dispose expired/damaged stocks in accordance with manufacturer's and company's policies, regulatory and environmental policies records 		
<ul style="list-style-type: none"> • Segregate and label expired/damaged stocks in specific containers and in accordance with established procedures 		
<ul style="list-style-type: none"> • Update stock records after disposal and in accordance with established procedures 		
DEMONSTRATE PRODUCT KNOWLEDGE ON MEDICINES		
<ul style="list-style-type: none"> • 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. 		
<ul style="list-style-type: none"> • 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. 		

<ul style="list-style-type: none"> • 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		
<ul style="list-style-type: none"> • Greet the patient/ client and asks what assistance can be extended to them in accordance with pharmacy guidelines and procedures* 		
<ul style="list-style-type: none"> • Maintain confidentiality, tact and privacy at all times while interacting with clients/patients and/or passing on relevant information to other pharmacy staff* 		
<p>FOR OTC:</p> <ul style="list-style-type: none"> • Provide upon receipt of the order a guided recommendation of OTC medicines for minor symptoms following established procedures* <p>FOR PRESCRIPTION:</p> <ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Check availability and quantity of medicines ordered against inventory on hand. • Check availability of medicines ordered and quantity of order/s is/are confirmed. 		
<ul style="list-style-type: none"> • Question patient/client regarding any entitlement status with regard to Health Care Benefit Scheme and PhilHealth insurance when applicable or the mode of payment 		
<ul style="list-style-type: none"> • Retrieve product from the shelves following established procedures. 		
<ul style="list-style-type: none"> • Prepare labels in accordance with regulatory requirements ensuring legibility. * 		
<ul style="list-style-type: none"> • Count ordered medicines using appropriate devices and packages into a suitable container under pharmacist supervision* 		
<ul style="list-style-type: none"> • Endorse prepared product to the pharmacist for checking following established procedures 		
<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • Enter prescription/ patient data accurately and confidentially into dispensing computer records according to regulatory requirements 		

<ul style="list-style-type: none"> Assist Pharmacists to dispense the prescription according to the steps <ul style="list-style-type: none"> 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 		
<ul style="list-style-type: none"> Issue change accurately and gives official receipt is issue 		
<ul style="list-style-type: none"> Refer any pharmaceutical and disease-based questions beyond the scope of the training to pharmacist. * 		
PERFORM HEALTH PROMOTION, EDUCATION, VIGILANCE		
<ul style="list-style-type: none"> Perform basic screening procedures in accordance with established process.* 		
<ul style="list-style-type: none"> Identify trigger points for referral following established procedures. * 		
<ul style="list-style-type: none"> 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. 		
<ul style="list-style-type: none"> Educate patients on self-care and rational and responsible use of drug in accordance with established procedures 		
<ul style="list-style-type: none"> 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. 		
<ul style="list-style-type: none"> Gather unusual or unexpected effects of drugs and reports to pharmacist. 		
<ul style="list-style-type: none"> 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. 		
<ul style="list-style-type: none"> 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.		
Candidate's Name:	Date:	

Evaluated by: _____ AC Manager	<input type="checkbox"/> Qualified for Assessment <input type="checkbox"/> Not yet Qualified for Assessment
Date:	