



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Pharmacy division		POLICY NUMBER: DPOTMH-MPP-OUT-P003-(01)	
TITLE/DESCRIPTION: RETURN AND EXCHANGE OF MEDICATION			
EFFECTIVE DATE: November 30, 2023	REVISION DUE: November 29, 2026	REPLACES NUMBER: N/A	NO. OF PAGES: 1 of 7
APPLIES TO: All Physician, Pharmacist, Pharmacy Technician, Cashier, Logistic Division, and Una Botika		POLICY TYPE: Multi Disciplinary	

PURPOSE:

To address considerations related to the legitimate return of medicines and reasonable replacement of new items.

DEFINITIONS:

Returned Purchased Medications- are those medications issued by the pharmacy to patients that were returned back to the outpatient pharmacy and Una Botika patient for any reason such as death, discontinued use or drug allergy.

Unit Dose Packaging- an individual drug product container, usually consisting of foil, molded plastic or laminate with indentations into which a single dose oral dosage form is placed, with any accompanying materials or components including labeling. Each individual container is fully identifiable and protects the integrity of the dosage form.

Medication- includes any of the following: prescription medications, sample medications; herbal remedies, vitamins or nutraceuticals, over-the-counter medications, vaccines, diagnostic and contrast agents used on or administered to persons to diagnose, treat or prevent disease or other abnormal conditions, radioactive medications, respiratory therapy treatments, parenteral nutrition, blood derivatives, intravenous solutions, and any enteral nutrition solutions, which are reconsidered food products, oxygen and other medical gases.

Official Receipt (OR)-issued by the pharmacy to the patient/client as written evidence on purchased medications, as well as acknowledgement on collection of payment.

Exchange - refer to a trade of the purchased prescription drugs / medications by the pharmacy to the patient.

RESPONSIBILITY:

Physician, Pharmacist, Pharmacy Technician, Cashier, Logistic Division, and Una Botika

POLICY:

1. The medications dispensed in Outpatient Pharmacy and Una Botika, a closed distribution system, may be suitable for return-exchange; however, the pharmacy division needs to implement numerous measures to ensure patient safety because of inability to assure drug strength, quality, purity and identity.
2. All Items purchased are non-refundable.





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3. Any purchased medications may only be returned or exchanged under the following conditions:
 - 3.1 Items can be returned within 7 days from date of purchase.
 - 3.2 Items being returned must be in their original packaging, good condition and be free of any damages.
 - 3.3 The original official receipt for all returned medications must be included.
4. The value of the exchanged item must be greater than or equal to the value of the returned item. The buyer is responsible for covering the price difference if the value of the exchange is more than the original purchase.
5. The following items cannot be returned/exchanged:
 - 5.1 Biologicals, parenteral, injections, vaccines, suspension already mixed and other products requiring special storage conditions.
 - 5.2 Item with tampered seal or packaging
 - 5.3 Compounded items
 - 5.4 Expired items
 - 5.5 Damaged goods as a result of buyer error
 - 5.6 Loose medicines
6. The purchased medicines can be returned and exchanged only once.

In accordance with R.A 7394-Consumer Act of the Philippines and R.A 10918 -Philippine Pharmacy Act. Administrative Orders and other issuance by Department of Trade and Industry (DTI).Food Drug Administration(FDA) and Department of Health. Riverside Outpatient Pharmacy and Una Botika has the right to decline a claim in return and exchange





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PROCEDURE (SOP):

RETURN AND EXCHANGE OF MEDICATION

- All returned medicines must be double-checked for damages, instability, expiry date, tampered signs and completeness prior to return to the Outpatient Pharmacy and Una Botika.
 - Only those medications that are up to standards are to be credited to the patient's account whenever a medication is up for return.
1. The Pharmacist / Pharmacy Technician checks the item(s) to be returned according to date of purchase, their condition and expiration date. The items should not bear any damages or appear to be tampered with.
 2. Checks the official receipt presented by the customer/patient, ensures that return is within 7 days from date of purchase.
 3. The Pharmacist / Pharmacy Technician returns the withdrawn medicines to patient's account through the BizBox- Centralized Credit Note Application (CCNA) module.
 4. Pharmacist / Pharmacy Technician make a revolving fund voucher accompanied by the original official receipt and cost center and present to the cashier in charge.
 5. Pharmacist / Pharmacy Technician make another transaction in Bizbox for the replacement of the medicine and the amount must be in equal value and if the value is higher the customer will pay the price difference.
 6. Upon their return to the Outpatient Pharmacy/ Una Botika, the Pharmacist/ Pharmacy Technician then proceeds to place the returned items on their appropriate shelves.





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WORK INSTRUCTION

KEY TASKS	PERSON RESPONSIBLE
Outpatient Pharmacy and Una Botika Staff	
1. Checks the item(s) to be returned according to their condition and expiration date (refrigerated medicines are not returnable).	Pharmacist / Pharmacy Technician
2. Checks the official receipt presented by the customer/patient, ensures that return is within 7 days from date of purchase.	Pharmacist / Pharmacy Technician
3. Returns the withdrawn medicines to patient's account through the BizBox- Centralized Credit Note Application (CCNA) module.	Pharmacist / Pharmacy Technician
4. Makes a revolving fund voucher accompanied by the original official receipt and cost center and present to the cashier in charge.	Pharmacist / Pharmacy Technician
5. Makes another transaction in Bizbox for the replacement of the medicine and the amount must be in equal value and if the value is higher the customer will pay the price difference.	Pharmacist / Pharmacy Technician
6. Returns the item(s) to its proper shelf.	Pharmacist / Pharmacy Technician





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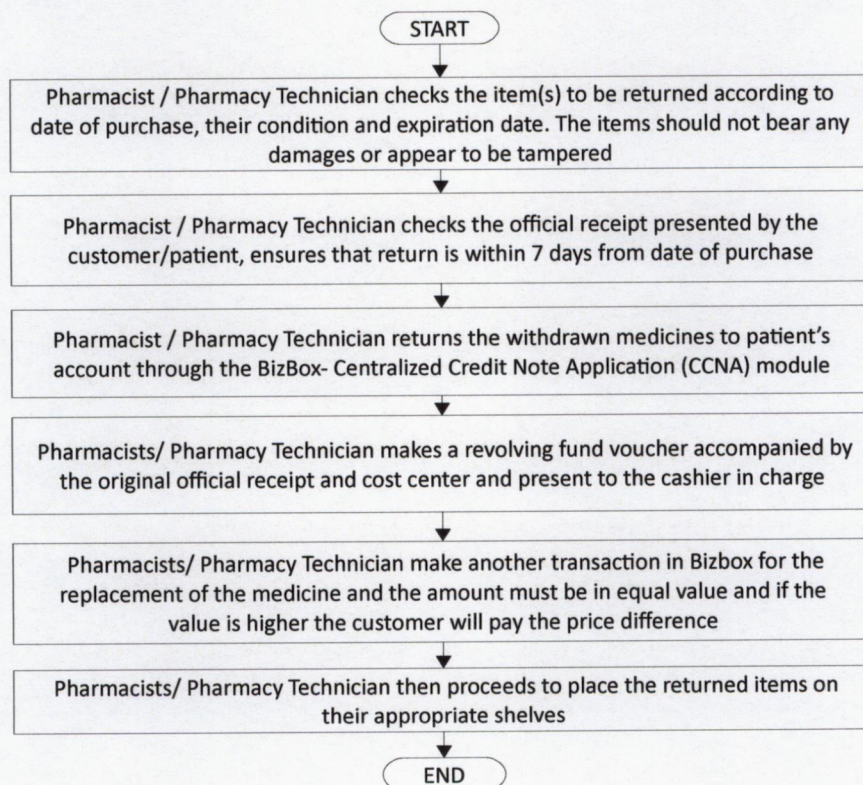
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WORK FLOW:





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FORMS: N/A

EQUIPMENT: N/A

REFERENCES:

1. <https://www.dti.gov.ph/>
2. DTI consumers act of the Philippines (R.A 7391)
3. The Philippine Pharmacy Act of Administrative Order (R.A 10918)
4. Marshfield Clinic Pharmacy Policies and Procedure 2021
<https://www.marshfieldlabs.org/reference/?page=pharmacyreturnsrefunds>





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