 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-J-P09
		J-93-S03
	Effective Date:	02-28-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 4
	Department/Section:	Inpatient Pharmacy Department
	Document Title:	<b>PROCESSING RETURNED MEDICINES AND SUPPLIES FROM NURSING STATIONS</b>

**PURPOSE:**

To provide a specific written procedure on processing returned medicines and supplies from nursing stations.

**LEVEL:**


Applies to all Inpatient Pharmacy Department and Nursing Service Department staff of Dr. Pablo O. Torre Memorial Hospital

**PERSON RESPONSIBLE:**

Licensed Pharmacists, Pharmacy Technicians and Registered Nurses


**GENERAL GUIDELINES:**

1. All discontinued and unused medications must be double-checked for damages, instability, expiry date, tamper signs and completeness prior to return to the main pharmacy.
2. Only those medications that are up to standards are to be credited to the patient's account whenever a medication is up for return or when a patient is for discharge.

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### **PROCEDURE:**

- A) For stations that have pharmacists on-the-floor:
1. The pharmacist should first confirm those patients that have discontinued medications or are for discharge and evaluate their remaining item stocks.
  2. Pharmacist checks the item(s) to be returned according to their condition and expiration date. The items should not bear any damages or appear to be tampered with.
  3. The pharmacist returns the withdrawn medicines to patient's account through the BizBox-Centralized Credit Note Application (CCNA) module. Medications which are identified as discontinued and/or held should be marked as such with the date on specific drug in patient's drug administration profile through Biz box-Drug Administration (DA).
  4. Upon their return to the main pharmacy, the pharmacists on the floor then proceeds to place the returned items on the allocated area outside the main pharmacy for disinfection.
  5. Once disinfected, the item stocks are then placed on their appropriate shelves.
- B) For stations that don't have pharmacists on-the-floor:
1. The nurses in-charge of the patients to be discharged or patients that have discontinued medications shall endorse to the main pharmacy the items to be returned and have the items collected from the stations by the pharmacy technician.
  2. The Pharmacy Technician collects the items to be returned with return slip to the pharmacy from nursing stations.
  3. Upon arrival to the main pharmacy, the Pharmacy Technician checks returned items according to their condition and expiration date.


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4. The returned stocks are disinfected with ethyl alcohol or any other appropriate disinfectant prior to being returned to the main pharmacy.
5. The Pharmacy Technician returns the withdrawn item(s) to patient's account through the BizBox-Centralized Credit Note Application (CCNA) module.
6. The Pharmacy Technician returns the withdrawn item(s) to its proper shelf.
7. The Pharmacy Technician writes a caption (e.g. "ok, returned!") on the return slip, and then places it in the return slip box.

#### **REFERENCES:**


1. *Pharmacy Returns/Refunds*. (n.d.). Marshfield Labs. Retrieved December 18, 2021, from <https://www.marshfieldlabs.org/reference/?page=pharmacyreturnsrefunds>
2. Bettington et. al 2018 "Returning unwanted medicines to pharmacies: prescribing to reduce waste" [ncbi.nlm.nih.gov/pmc/articles/PMC6003016/](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6003016/)



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KEY TASKS	PERSON RESPONSIBLE
<b>For stations that have pharmacists on-the-floor</b>	
1. Confirms patients that have discontinued medications or are for discharge and evaluate their remaining item stocks.	Inpatient Pharmacist
2. Checks the item(s) to be returned according to their condition and expiration date.	Inpatient Pharmacist
3. Returns the withdrawn medicines to patient's account through the BizBox-Centralized Credit Note Application (CCNA) module	Inpatient Pharmacist
4. Places the returned items on the allocated area outside the main pharmacy for disinfection.	Inpatient Pharmacist
5. Places stocks on their appropriate shelves.	Inpatient Pharmacist

KEY TASKS	PERSON RESPONSIBLE
<b>For stations that don't have pharmacists on-the-floor</b>	
1. Endorses to the main pharmacy the items to be returned.	Nurse-in-Charge
2. Collects the medications from the stations with return slip.	Pharmacy Technician
3. Checks returned items according to their condition and expiration date.	Pharmacy Technician
4. Returns the withdrawn item(s) to patient's account through the BizBox- Centralized Credit Note	Pharmacy Technician






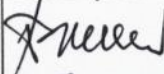
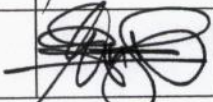
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Application (CCNA) module.	
5. Returns the withdrawn item(s) to its proper shelf.	Pharmacy Technician
6. Writes a caption (e.g. "ok, returned!") on the return slip, and then places it the return slip box.	Pharmacy Technician



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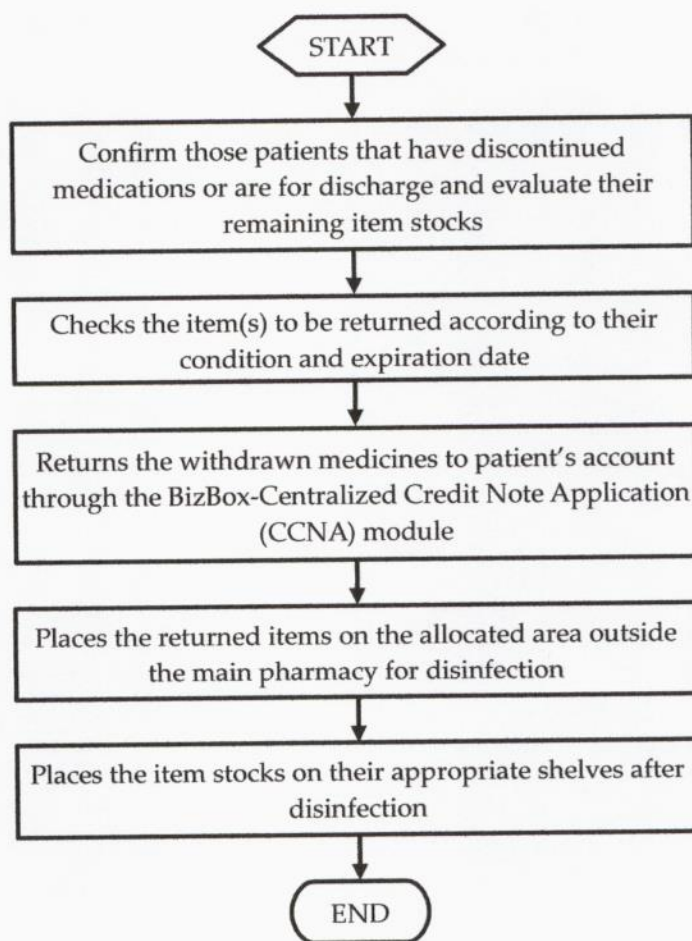
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**PROCESSING RETURNED MEDICINES  
AND SUPPLIES FROM NURSING  
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### FLOWCHART: For stations that have pharmacists on-the-floor





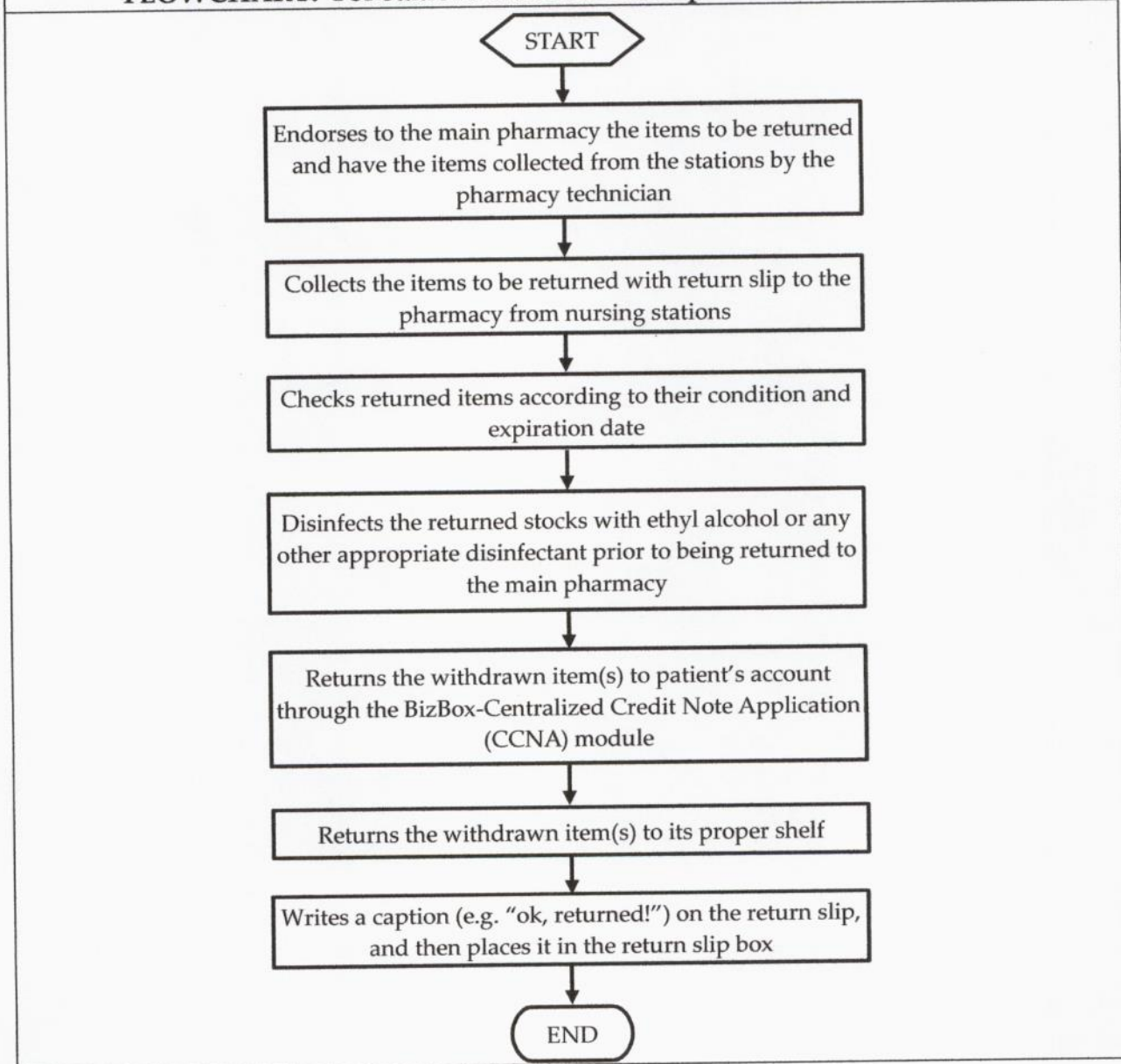



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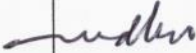


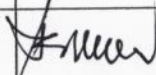
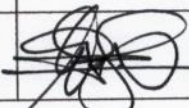
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### FLOWCHART: For stations that don't have pharmacists on-the-floor



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