

## Guidelines

### General introduction:

The idea behind the Guidelines is to make clear, to whomever it may concern, what has to be done and by whom and when, in order to realise a quality pharmacy which is financially self supporting and therefore sustainable.

The first draft of these Guidelines has been made by Farmacie Mondiaal in co-operation with Stichting Evenaar and local participants and will be explained on site in February 2007 to the staff and the responsible FOFDHIK board members.

This second version had been made in January 2008 after a visit to the Pharmacy.

In time the Guidelines will have to be evaluated and can hence be altered.

The Kartong Community Pharmacy (KCP) is part of the Kartong Healthcare Clinic.

Mainly because of financial reasons it functions as a separate (business)unit.

At this moment in time (beginning of 2007) the availability of essential quality drugs at reasonable prices is the main pharmaceutical issue for the Kartong area.

In this first phase of realising a pharmacy the focus is very much upon the logistic and business part of the pharmacy. So the 'good shop keeping' is most crucial.

In due time, and after proven to be sustainable, the pharmacy staff can expand their activities in a more medical direction.

### Content :

#### Staff

- *Guideline pharmacy staff*

#### Logistics

- *Guideline product range*
- *Guideline ordering at IDA*
- *Guideline keeping track on demand and stock*

#### Business administration

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- *Guideline how to use the price list*

#### Expiry dates

- *Guideline check on expiry dates*

## **Guideline pharmacy staff**

### **Introduction:**

Good staff is crucial for the success. Therefore regular communication and evaluation between the senior shopkeeper and the FOFDHIK-board/St. Evenaar/Farmacie Mondial is necessary.

Only the FOFDHIK board decides whether increase or decrease of staff is suitable.

Staff will receive a fixed monthly salary for their work in the form of a pay cheque. Staff is strictly not allowed to hold other jobs, or have other activities, which conflict with the pharmacy's interests (both business wise and by reputation).

### **Content:**

- The responsible person for the day to day-business of the pharmacy is the senior-shopkeeper (presently: mr. Ousman Camarra).
- Staff is responsible for following the Guidelines and keeping the pharmacy clean, tidy and well organised.
- Staff will attend during pharmacy business hours and help customers correctly and to their best abilities.
- The pharmacy is daily opened between 08.00 AM and 16.00 PM. Beside these opening hours the person in charge can be called in case of an emergency case.
- When staff fails to meet their responsibilities their job appointment will be cancelled such up to decide by the FOFDHIK board.
- The senior clinic responsible person (presently the midwife Sakary) can be addressed to when things for the pharmacy are needed and he will also have a supervisor role (mainly concerning the general pharmacy aspects and stock checks).

## Guideline product range

### Introduction:

The idea is to start with only a very limited product range of only the most essential drugs. This is to find out if things work out correctly. If so, the product range can be augmented in accordance with the medical needs, prescriptions and commercial opportunities.

At this stage only drugs from IDA are bought (as they are specialists in drugs for developing countries) and this keeps things simple.

Furthermore, time in combination with stock registration and stock analysis will prove what will be the amounts needed of the individual products.

For the first shipment an order has been made by Rezelman/Sasburg/van Slobbe and has been based on the expected medical needs and estimated consumption during a 6 month period. Preferably stripped products have been selected.

A total of five different product groups can be identified:

- Drugs
- Tests
- Clinic items (suture material, syringes, gauzes etc.)
- Laboratory items
- Packaging material for the pharmacy & rest group

If needed, or proving to be more practical, the 6 month stocking period can be altered. Remind that IDA requires a minimum order of Euro 1.500,- and that in the future the bulk of the products will come by ship (count on 28 days delivery time).

The IDA order is in the form of an Exel-sheet which can be altered easily and can then be used for the next IDA-order.

### Content :

- In order to find out the amounts needed for a 6 month period one has to register the amounts sold closely/correctly as indicated in the Guideline keeping track on demand and stock.
- If there seems to be a strong commercial or medical crucial demand for products not standard ordered yet St. Evenaar/Farmacie Mondiaal are eager to hear that.
- Before any new order is placed at IDA a check will be made by St. Evenaar/Farmacie Mondiaal.

### Update November 2007:

- Assortment adjusted to about 60 articles that have turnover. Added some new articles.
- Determined the 6 months sales that can be used for the next order.

## **Guideline ordering at IDA**

### **Introduction :**

It is the ultimate goal that the KCP can do it's own ordering at IDA and taking care of all the administrative and financial steps.

To do so staff needs to be trained in this specific matter and a functioning e-mail account has to be available.

At this moment it is not strictly necessary to be able to order because St. Evenaar/Farmacie Mondiaal will help.

### **Content :**

- A practical guideline will be produced at the moment the situation allows it to be handled without the assistance of St. Evenaar/Farmacie Mondiaal.

## Guideline keeping track on demand and stock

### Introduction:

It requires careful and daily attention of the staff in keeping a good stock administration and careful supervising to make sure that the Guideline is followed correctly.

Although eligible computer software might exist (e.g. mSupply®) the start is made in such a simple way that the implementation is easier and doesn't need computers or investments. Although this way it needs more 'handwork' the product range is still fairly small and with an estimated 40-50 prescriptions a day it probably won't be a real burden.

The basic idea is that the stock change of the individual products is registered in an individual product stock administration file.

The design of the file can be easily copied with a pencil and lineal onto blanc paper.

### Content

- Every individual product has it's own individual stock administration.
- Every working day the change in stock (as is registered in the 'daily sales registration') of an individual product is registered (into a loose file system) as can be seen in the example underneath.

### Name of product:

Metronidazole 250 mg

### IDA code:

Date	Reason change	In	Out	Amount left	Monthly turnover
5/2	Order at IDA	2000		2000	
6/2	Daily turnover		20	1980	
10/2	Daily turnover		10	1970	
13/2	Daily turnover		30	1940	
20/2	Daily turnover		50	1890	
22/2	Daily turnover		10	1880	
23/2	Daily turnover		20	1860	
27/2	Expired		5	1855	
28/2	Daily turnover		5	1850	
					February: 145 (150, minus 5 expired)
1/3	Daily turnover		30	1820	
7/3	Order at IDA	500		2320	
etcetera					

- From the monthly registration the monthly consumption can be calculated. On the final day of the month the total sales of that specific month has to be filled in in the column "Monthly turnover".
- With the data available from several months a monthly average can be calculated. This number can then be used for calculating the amount for the next 6 month order.
- From the amounts left it is possible to compare these figures periodically with the actual stock in order to check. These checks have to be done by an independent person (e.g. the senior clinic responsible person). See the guideline 'administration checks'.
- All paperwork needs to be logically stored and not be thrown away.
- When a new order has been arrived the same form can still be used; you should not take a new form at that time.

**Introduction:**

Because of the cash flow and the necessary checks there upon, an adequate administration has to be used. Every product which leaves the pharmacy has to be financially accounted for. This also means that products needed for the clinic itself, or the laboratory, need to be paid directly, or financially compensated, to the pharmacy.

The KCP only sells to the clinic and to individual patients (e.g. is definitely not a wholesaler for other pharmacies). The amounts sold are logical, realistic and practical and do not exceed a 3 month period per prescription. Keep in mind that the only pharmacy profit (for paying salaries etcetera) is the pharmacy fee.

Again the idea is to keep things as simple and clear as possible. Therefore a similar approach as with the stock registration is used. Every product 'sold' is registered (with the prices) on a daily basis (e.g. the daily sales administration). From the daily sales the weekly sales can be calculated. Weekly the money can be put into the bank account.

The number of prescriptions also has to be filled in the weekly sales registration. This number of prescriptions is needed to calculate the pharmacy fee and it makes clear how busy it is in the pharmacy.

The daily sales registration is also used for the stock administration. See guideline 'keeping track on demand and stock'.

A pricelist is needed to calculate the consumer price easily and explain the price components to the public. The consumer price is calculated by adding the pharmacy fee to the IDA wholesale price for the specific required amount.

Things who can change over time are: the product range, the individual product costs, pharmacy fee, currency changes (Euro's versus Dalasi's) therefore the pricelist has to be updated/checked regularly (at least with each new order).

**Content**

- Example of daily sales registration

Date: 5 February 2007						
No.	Patients name	Product name	Amount sold	Product price	Pharmacy Fee	Consumer price
1	P	A	1	2	8	<b>10</b>
2	Q	B	30	10	8	<b>18</b>
3	R	C	10	30	8	<b>38</b>
4	S	A	1	2	8	<b>10</b>
5	T	E	1	2	8	<b>10</b>
6	U	F	100	24	8	<b>32</b>
7	V	G	20	56	8	<b>64</b>
8	W	H	1	4	8	<b>12</b>
			Total	130	64	<b>194</b>

- Example weekly sales registration

Week..	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Week Total
<b>Fee's (D)</b>	64	80	320	240	248	312	-	<b>1264</b>
<b>Products (D)</b>	133	159	510	380	421	272	-	<b>1875</b>
<b>Day total (D)</b>	197	239	830	620	669	584	-	<b>3139</b>
<b>Prescriptions</b>	15	18	11	22	18	9	-	<b>93</b>

- The number of prescriptions is important to see how busy it is in the pharmacy and this number is used by calculating the pharmacy fee.
  - A format for the weekly sales is made that can be used for one whole month. In this way at the end of the month it is easy to calculate the total sales of that specific month.
  - Weekly Alhagie Jabang will take the earned money and put it into the bank account, furthermore he will hold a general overview and keep an administration concerning pharmacy income and expenses
  - All the paperwork should be stored logically and should not be thrown away.
  - Chronological activities in handling a prescription:
    - Patient delivers a prescription, wants to buy a product
    - See if pharmacy has the product and if the prescribed/desired amount is logical and realistic, change if necessary
    - Calculate the customer price from the price list
    - Ask if patient agrees with the price, if yes;
    - Register the sale in the daily sales registration
    - Prepare the prescription (take the right amount of the right product and put in plastic bag) write patient name, drug name, dosage and price on bag
    - Let the patient pay
    - Hand over to patient
- End of business day:
- Calculate the total of the daily sales registration and fill in in the weekly sales form
  - Calculate the total of the prescriptions of that day and fill in in the weekly sales form
  - Make an entry in the stock administration of the products sold that day according to the guideline 'keeping track on demand and stock'.
- End of business week:
- Calculate the weekly sales registration

**Kartong Community Pharmacy Guidelines**  
**Guideline how to use the price list**

**Introduction:**

A pricelist is needed to calculate the consumer price easily and explain the price components to the public.

The consumer price is calculated by adding the pharmacy fee to the IDA wholesale price for the specific required amount.

Things who can change over time are: the product range, the individual product costs, pharmacy fee, currency changes (Euro's versus Dalasi's) therefore the pricelist has to be updated/checked regularly (at least with each new order).

In the beginning St. Evenaar/Farmacie Mondiaal will help to adjust the pricing list.

**Content:**

- The pricelist is based on an Exel-sheet and is divided for practical reasons into two parts (according to type of product). In the KCP only the paper version is used.
- The wholesale price of logical amounts is already available on the list.
- If other amounts are desired they have to be calculated by staff
- Explanation how the Exel-sheet is build up:
  - Price list corresponds with IDA order: XXXXX
  - Currency ratio Euro/Dalasi; needed to covert IDA wholesale prices into Dalasi's
  
  - Name of product
  - Package amount
  - Unit
  - IDA wholesale price in Euro's for that amount and that order
  - Resulting wholesale price in Dalasi's for that amount
  - Resulting wholesale price in Dalasi's per individual unit/item
  - Wholesale price for different logical amounts, if a price is printed 'fat' this means that the logical amount is 1 item.

**Apply:**

- Use the correct pricelist!! (after every new order (or mayor currency exchange rate change) the pricelist has to be check/renewed.
- When a new pricelist has to be used the old one has to be removed.
- Look for the right product on the list
- Look if the desired amount is mentioned. If not, calculate by multiplying
- Take the corresponding price, add the fixed pharmacy fee = consumer price.

## Guideline check on expiry dates

### Introduction:

In order to make sure that there are no expired drugs in the pharmacy the expiry dates have to be checked.

At the end of every month it has to be checked if drugs will expire in the next month.

If drugs will expire the next month they have to be removed and the new expiry date has to be written down.

Every new drug in the assortment must be added to the list with expiry dates.

### Content:

- A file with expiry dates has been created. See the example beneath.

Drugs					
Product name	Amount	Unit	Expiry date	Expiry date	Expiry date
acetylsalicylic acid 100mg	1000	tabs	<del>December-07</del>	May-09	
acetylsalicylic acid 500mg	1000	tabs	November-09		
amodiaquine HCl, equivalent to 200mg base	1000	tabs	May-08		
amoxicillin 125mg/5ml, powder for suspension, 100ml	40	btls	June-09		
amoxicillin 250mg blister (100 x 10)	1000	caps	October-09		
amoxicillin 500mg, blister (100 x 10)	1000	caps	November-09		
Etcetera, etcetera					

- Every product of the assortment with expiry date is mentioned in the file.
- At the end of every month it has to be checked if drugs will expire next month.
- These drugs that will expire next month have to be checked; are there still some drugs in stock with that expiry date?
- Drugs with that will expire next month have to be removed.
- The old expiry date has to be crossed out.
- All the remaining packages or tins have to be checked. and the new expiry date has to be written down. Attention: When there are two different expiry dates, then write down the 'shortest' expiry date.
- For an expired product an adjustment has to be made in the stock administration. See the guideline 'keeping track on demand and stock'.
- When the assortment has been adjusted, the new drugs have to be filled in on the file with expiry dates.
- This expiry date procedure should be monitored by an independent person, likewise the stock administration is being monitored.
- All paperwork needs to be logically stored and not be thrown away.

## Guideline administration checks

### Introduction:

In order to make sure that things are going right periodical checks have to be made (by independent persons).

Basically three parts need periodical checks: money administration, stock administration and expiry dates.

### Content:

- Alhagie Jabang will perform the necessary checks concerning the money administration. Because of his professional accountancy background he will know how to perform this in an adequate way.
- The senior clinic person (presently the midwife Sacarr) will do a monthly check on (parts of) the stock and compare the results with the figures of the stock administration itself. The stock administration has to be corrected in case of found differences.
- Example of stock check registration.

Date stock check: 1 April 2007			
Product	Stock present	Stock according to stock administration	Stock difference
A	920	920	0
B	100	100	0
C	310	330	20
D	1000	1000	0

- The registrations of the stock checks are to be handed over to Alhagie Jabang. He decides on the follow up in case(s) of (returning) stock differences.
- The senior clinic person (presently the midwife Sacarr) will do a check on expiry dates. This can be done at the same time as he is doing the check at stock registration. He has to look in the file which drugs will expire this month and he has to check these drugs. The stock administration has to be corrected in case of finding expired drugs.
- Examples of expiry check registration

Date expiry check: 1 April 2007
No drugs are expired.

Date expiry check: 1 Augustus 2007			
The following drugs are expired:			
Drugs	Quantity	Expiry date	
Omeprazol	20 st	1 July 2007	
Atenolol	250 st	1 July 2007	

- The registrations of the expiry date checks are to be handed over to Alhagie Jabang. He decides on the follow up in case(s) of expired drugs.