

# Protocol for Receiving a Pharmacy Order - PHC Remote

## When a Pharmacy Order Arrives

Place unpacked supplies in the Drug Storage Room or other area not accessed by the public until items are unpacked. **Items requiring refrigeration and Schedule 8 (S8) and Restricted Schedule 4 (RS4) Medicines must be attended to as soon as possible.**

### Unpacking Pharmacy Orders

1	<b>Unpack and check items requiring refrigeration immediately</b> ALWAYS CHECK: <ul style="list-style-type: none"> <li>the <a href="#">cold chain</a> has been preserved and manage any breach in the cold chain appropriately</li> </ul>
2	<b>Unpack and document S8 / RS4 Medicines</b> in the S8 & RS4 Drug Register as soon as possible
3	<b>Unpack and appropriately store hazardous substances</b> , e.g. cytotoxic drugs as soon as possible
4	<b>Verify all pharmacy items received match what was ordered.</b> (i.e. Imprest Order or client's Rural Prescription) ALWAYS CHECK: <ul style="list-style-type: none"> <li>the name of the medicine (eg Paracetamol)</li> <li>the form of the medicine (eg tablets)</li> <li>the strength of the medicine (eg 500mg)</li> <li>the pack size / bottles / etc (eg 100 tablets)</li> <li>the quantity requested on the order (eg 40 packets)</li> </ul>
5	<b>Verify pharmacy items are suitable to retain and use.</b> ALWAYS CHECK: <ul style="list-style-type: none"> <li>packaging is not damaged, i.e. stock may not be able to be used when packing is damaged</li> <li>the expiry date, i.e. what amount of time is available before the product expires</li> </ul>

### Storing Pharmacy Items

1	<b>Place items in the correct location on the shelf of the Drug Storage Room</b> , i.e. placed against the correct name tag on the shelf or in the allocated client medicines storage area in the health centre.
2	<b>Check the expiry date</b> as items are placed on the shelf. <b>Rotate items</b> with the longest expiry date placed at the rear, e.g. place new stock with the longest expiry date behind existing stock. <b>Record and place expired stock in the Return of Unwanted Medicines (RUM) container.</b> Note: does not apply to S8 / RS4 medicines and cytotoxic drugs. Note: Items ordered in bulk supply and not able to be stored on designated shelves must be stored in the Drug Storage Room or other appropriate area not accessible to the public.

### Documentation

1	<b>As items are unpacked, cross check against the Order Form or Rural Prescription.</b>
2	<b>When ordered items are not received, ensure they are listed on the <a href="#">Pharmacy Items Not Available Form</a>.</b> If so, attach the Items Not Available Form to the Pharmacy Order Form to the original order to be checked off when the stock arrives at the health centre. If items are not listed on the Form, please contact the relevant pharmacy. Note: If listed on the Items Not Supplied Form back orders will be automatically generated and it is not necessary to re-order items, unless otherwise indicated. Alice Springs and Royal Darwin Hospital Pharmacies do not generate back orders.
3	<b>Sign and return S8 / RS4 documentation</b> to the relevant Pharmacy
4	<b>File the Pharmacy Order Form and delivery notes in the Pharmacy Folder.</b> These records must be retained for the following reasons: <ul style="list-style-type: none"> <li>under the NT MPTGA these records must be retained for two years and may be audited</li> <li>Medicare Australia may audit Pharmaceutical Benefits Scheme (PBS) S100 records</li> </ul>

### Follow-up

**Notify the PHCM / staff member responsible for Pharmacy Ordering if anything is not correct with the order received.**  
For example, damaged or out of date stock, items not available or incorrect supply, breach of cold chain, etc

See also: [Pharmacy Ordering](#), [Regional Hospital Pharmacies](#) and [S100 Pharmacy Arrangements](#).

Reference: Pharmacy Guild of Australia, Standard 9 - Receiving, Unpacking, Pricing and Storing Stock Protocol for Receiving a Pharmacy Order, United Discount Chemists Palmerston.