

GOOD DISPENSING PRACTICES FOR ADS

1. Greet customer and ask about reason for visit

If customer has prescription—

- Check accuracy of patient information
- Check prescription validity
- Communicate with prescriber / customer to verify any discrepancy
- Check medicine name
- Check if dosage is appropriate for patient



If customer has no prescription—

- Ask about signs and symptoms
- Refer patient with danger signs
- Refer patient / customer if you are unsure of problem
- Otherwise, suggest appropriate action to take or recommend treatment

3. Prepare and process

- Wash your hands
- Count tablets / capsules using dispensing tray or counter
- Put in appropriate container, such as dispensing envelope
- Label medicine appropriately



2. Retrieve medicine from storage

- Select the appropriate medicine
- Check the general condition of the medicine
- Use “ first expire first out ” principle
- Double check medicine identity, strength, and dosage form

4. Counsel the customer

- Communicate with the customer on correct way to take the medicine
- Ensure customer understands all instructions



5. Keep records

- Enter details of customer encounter in register
- Complete all inventory records for medicine dispensed

