Sean Rapisora – Owner of the Pharmacy

Jerome Bacani – Pharmacist

PHARMACY INTERVIEW NOTES

Tasks in pharmacy

SR – Requirements of pharmacy in financial such as tax

JB – Dispenses drugs, monitors inventory of pharmacy, tells others to order new stock if the inventory is low

How long have you been in the pharmacy?

SR – Unofficially started at 2003, Registered officially at 2006

JB – Since April 2016

How is the inventory created at present?

JB – Manual inventory. Made in a daily basis. There is also an annual inventory which takes place twice a year. Inventory is created by determining the stocks available. Very tedious and time consuming process.

How long is the inventory process?

JB – It takes me 6 hours, and my duty is 8 hours. Which means I only have 2 hours to assist. This is for daily basis.

SR – It takes 2 days to with 5 people to count semi-annual inventory.

Who holds the documents of the inventory?

JB – I take care of the documents. Everyone in the pharmacy has access with the documents.

Who are the different people in the pharmacy?

SR – Owner, pharmacy assistant, other personnel from another store (borrow employees from another pharmacy).

How important is the inventory?

SR – To know the number of items that has been sold and has been left. Critical level (near out of stock) means that we need to get more stock of that specific item. To determine the fast moving and slow moving items. To know when to pull-out the expired items. With manual inventory, it is fulfilled but it is very tedious.

JB – Business decision: To determine the losses in the inventory such as missing, broken, or stolen items. To determine if the pharmacy is earning. To determine if the business is worth it to be continued.

SR – Additional: If an item is not moving, it is best not to order that item again.

In ordering, what is the process?

JB – When you dispense, you take note manually in a notebook. Later on that day I will tally all the items and put it on my laptop. Sometimes the pharmacy assistant computes data in the notebook. People who tally is me and the pharmacy assistant (there are 2 pharmacy assistants, anyone can help with the tallying).

Inside the notebook:

Product name

Unit price

How many product has been dispensed?

Dosage in milligrams

JB – Using this notebook, we will know how many did we sell in that day. We also use it for purchasing order. Taking notes is very important.

In delivery of medicine

JB – We take note the name of the distributor and manufacturing company and their old and new products and promos.

SR – It is required by FDA to know if it is an authorized distributor

Additional Questions

SR – We order every weekend, (Sunday and Saturday). Anyone in the pharmacy can order during the weekend.

Checking of expiry

SR – We take note of the products expiry date immediately. If it is 6 months before expiration, we will keep an eye on it so that it can be pulled out by the distributor if we have time so it can be replaced. This is to prevent selling expired drugs.

JB – We put near expiry products with tags. With expiry dates we will know what products must be sold immediately. Purchase orders do not have expiry dates, so we have to take note of their expiry dates manually. We rely on daily inventory to keep track of expiry dates. Out of stock is another problem, because products will be sold out all of a sudden.

Additional Remark:

SR – there are items where they are the same but with different expiry dates.

JB – We tag near-expired items bundled together with white bond paper as a signal.

Fast moving products are antibiotics, example: critical point will be 20 units for amoxicillin

Slow moving products are products bought seldom such as petroleum jelly, efficasent oil, etc. Critical point: 3 items.

Additional Remark:

Critical point is lower than the Re-order point

Do you have computers in pharmacy?

JB – we have computers for financial purposes only. I only use my laptop. Everything is stored in notebooks and then transferred to a laptop.

SR – We plan on buying computers

JB – I know how to operate an everyday computer

SR – Everyone in the pharmacy is computer literate.

Additional Remarks

SR – we just want to make these processes faster and less tedious. We want to know which items are critical point, not needed, expired. We want to know which products sell better than the other. So at the end of the week, we can have an idea.