



OSPITAL NG PARANAQUE



Document Code: OSPAR-ADS-PHARMA-0007

ANCILLARY DIVISION APPROVAL MATRIX

Page No. 19 of 52

Policy Title:

**POLICY ON ACCEPTANCE OF
RETURNED/EXCHANGED DRUGS**

Section / Department

PHARMACY SECTION

Prepared By:

Geraldine Ang
Chief Pharmacist

Reviewed By:

Redentor P. Alquiros, MD, MHM
Head, Medical & Ancillary Services

Darius J. Sebastian, MD, MPH, PHSAE
Hospital Administrator

Approved by:

Jefferson R. Pagsisihan, MD, MHM
Hospital Director

CLASSIFICATION: SECTIONAL

OBJECTIVES:

Hospital pharmacy may accept returns/exchange of medicines purchased/charged for purposes of refund/bill adjustment.

RESPONSIBILITIES:

It shall be the responsibility of the Pharmacist to accept returns of medicines by the patient, relative or nurse of admitted patient for the purpose of replacement or refund/bill adjustment.

Requirements before accepting the returns:

- Only originally sealed and never been used drug products/ medicines shall be accepted when returned to the pharmacy.
 - a. No changes in its physical appearance
 - b. Loose tablets/capsules shall not be accepted
 - c. Products with cold chain management requirement shall not be accepted for return/exchange
- The official receipt must be presented/submitted.
- Justification letter from the prescriber indicating the reason for return must be attached. A photocopy of Death Certificate may be required as deemed necessary.

PROCEDURES IN RETURNED/EXCHANGED MEDICINES

Activity	Person/s Responsible
• Returned/ Exchanged medicines	Patient/relative or nurse of admitted patient
• Checks requirements before accepting the returned medicines	Pharmacist
• Prepares and forwards return slip to billing section for bill adjustment or cash section for refund.	Pharmacist