**CAPTURING ISSUES FROM:**

1. Complaints
2. Surveillance
3. **COMPLAINTS**

Sources of complaints:

1. USSD
2. Toll Free Number
3. **USSD:**

-Dial USSD

-Select:

1.Private Chemist

2.Facility Pharmacy

**If you Select 1:**

-Batch No.\_\_\_\_

(Query DawaZetu DB), If GoK Drug

Enter Phone No.\_\_\_\_\_\_\_\_\_

Send>>>>

Enter Chemist Name\_\_\_\_\_\_\_\_

**Asante kwa kulinda madawa yetu**

**If you Select 2:**

Enter Phone No.\_\_\_\_\_\_\_\_\_

Send>>>>

Enter Facility Name\_\_\_\_\_\_\_\_

**Asante kwa kulinda madawa yetu**

(Note: The date will be captured automatically)

**b.Toll Free Number**

Web-interface to log call details-Call receiver to record:

-Name of the caller

-Telephone No.

-Issue Type: No lack-of-drugs text notification, Theft of Drugs, Others (Dropdown)

-Name of the facility:

-Description:

1. **Surveillance**

**Web:**

**Complaint**

-Register>>>

Tabs:

-Public Calls/USSD

-Patient

Table having the following columns:

-Date

-Complaint

-Source (Call/USSD)

-Facility Name

-Action

-Assign

-Investigate

-Recommendation

-Closure with a reason

-Further Action with a reason

-Disciplinary (Staff): Dismissed, Demoted, Cautioned, Surcharged, Transferred);Comment

-Prosecute (Private Chemist):Acquitted-Red flag the pharmacy, Charged-Licenses Revoked and send email notification to the licencing department

**Surveillance**

**Scheduling**

Date

Area

Responsible

**Surveillance**

Date

Area (Coordinates)

Chemist Name

| Batch No | Product | Package | Quantity | + |
| --- | --- | --- | --- | --- |
| 12345678 |  |  |  |  |

**Photographic Evidence:**

1. Practicing License:

License No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ License Photograph:

1. County Permit:

License No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Permit Photograph:

**Surveillance Team:**

**Pharmacist Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ID Photograph:\_\_\_\_\_\_\_\_\_**

**Submit**

Surveillance Register>>>

Columns:

-Case No.

-Date

-Chemist

-Area

-County Permit Number

-Action

- More Info

-Chemist Name

-Table with columns:Batch No., Product, Package, Quantity, Facility(ies)

-County Permit Photo Link

-Practicing License Photo Link

-The Chemist Location Map

-Recommendations

Staff

-Disciplinary (Staff): Dismissed, Demoted, Cautioned, Surcharged, Transferred); Remarks

Chemist

-Prosecute (Private Chemist):Acquitted-Red flag the pharmacy, Charged - County Permit Revoked and send email notification to the licencing department

Recommendations

Two Tabs: Staff and Chemist

* Staff: Case No., Staff Name, Recommendation, Action (Surveillance Date, Recommendation Date, Chemist Involved, Remarks)
* Chemists: Case No, Chemist Name, Permit No., Recommendation, Action (Surveillance Date, Recommendation Date, Practicing License No., Remarks)

**REDISTRIBUTION OF DRUGS TO OTHER FACILITIES WITHIN THE COUNTY**

**Product**

**Facility Level**

-Stock: Product Name, Manufacturer, Strength, Unit of Issue, Unit Size, No. of Units,Status (Below Reorder Level - Warning Colour, Above Reorder Level - Success Colour, Out-of-Stock- Danger Colour)

Top-Up Requests:

* Request ID, Request Date, Requested By, Status (Pending SCP, Process, Approved), Action (View/Receive)

Request /View Top-Up (To Store):

* Product Name, Strength, Unit of Issue, Unit Size, Available Units, Requested Units, Facility, Quantity Allocated

Top-Up Receipt (From Transport):

* Receive: Product Name, Batch No., Strength, Unit of Issue, Unit Size, Requested Units, Quantity Allocated, Total Units
* Received By:
* RECEIVE BUTTON

Redistribution Requests: Facility, Ward, Location, Request Date, Action (Process)

* Facility Name, FP, Contact

Processed By (SCP), Contact

Approved By (CP), Contact

* Issue Products Table: Product Name, Batch No., Strength, Unit of Issue, Unit Size, Available Units, Allocated Units, Balance Units
* Issued to (FP):
* ISSUE BUTTON

Top-Up Delivery (To transport to requesting facility): Facility, Ward, Location, Request Date, Action (Process)

* Facility Name, FP, Contact

Processed By (SCP), Contact

Approved By (CP), Contact

* Issue Products Table: Product Name, Batch No., Strength, Unit of Issue, Unit Size, Available Units, Allocated Units, Balance Units
* Issued to (FP):
* Confirm BUTTON

**Sub-County/County Levels**

-Stock: Product Name, Manufacturer, Strength, Unit of Issue, Unit Size, No. of Units,Status (Below Reorder Level-Warning Colour, Above Reorder Level and 50% of the stock- Primary Color, Above 50% of stock - Success Colour, Out-of-Stock- Danger Colour)

-Sub-county Top-Up Requests : Facility, Ward, Location, Request Date, Action (Process)

* Process

Facility Name, Facility Pha, Contact

Table: Product Name, Strength, Unit of Issue, Unit Size, Available Units, Requested Units, Facility-Quantity (with surplus), Quantity Allocated: Fac 2 (120)

SUBMIT BUTTON

-County Top-Up Requests : Facility, Ward, Location, Request Date, Action (Approve)

* Approve

Facility Name, FP, Contact

Processed By (SCP), Contact

Table: Product Name, Strength, Unit of Issue, Unit Size, Available Units, Requested Units, Facility, Quantity Allocated

Approve, Amend (With Comments)