



DEPARTMENTAL POLICIES & PROCEDURES

Department Name: PHARMACEUTICAL CARE SERVICES

Region: CENTRAL REGION

Subject: Scope of Services Provided by Pharmaceutical Care Services

Original Date: 1983

Revised Date: September 2024

Reference: 7330-01-02-00 version 2024

Replacement: 7330-01-02-00 version 2022

Applicable - Employees / Departments: Pharmaceutical Care Services Staff

1. PURPOSE

This DPP is made to have an apparent understanding of all the services provided by the Pharmaceutical Care Services and its functions.

2. Mission

To provide a comprehensive range of advanced clinical and operational services that will assist in providing high quality of care to all patients consistent with national and international standards of safe medication management as well as recognized best practices.

3. Vision

Pharmaceutical Care Services takes a leadership role in achieving advances in Patient Safety, evidence-based medication use, education, and research by continuously improving and re-designing the medication-use process with the determination to be a center of excellence for pharmacy practice in the region.

4. Goals

- 4.1 To meet National Guard Health Affairs services mission statement.
- 4.2 To provide comprehensive Pharmaceutical Care services.
- 4.3 To develop and implement new concepts in the field of Pharmaceutical Care.
- 4.4 To respond rapidly and efficiently to customers' needs and strive to educate both patients and the community in all aspects of drug utilization
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- 4.6 To provide an environment for the upward mobility of the Pharmaceutical Care Services and all Hospital personnel through training and in-service education.
- 4.7 To develop and implement programs for the Saudization of the Department.
- 4.8 To engage in research that complements patient care, services and teaching goals of the Department, focusing on improving patient outcome.
- 4.9 To create a center of excellence for pharmacy practice in the region.

5. Objectives

- 5.1 To ensure the safe, effective, and cost-effective use of medications.
- 5.2 To provide positive patient and medication outcomes through clinical and distributive services in the inpatient setting and ambulatory care areas.
- 5.3 To provide pharmaceutical care services in a cost-effective manner which provides satisfaction to those who receive and those who deliver these services.
- 5.4 To use the talent, expertise and enthusiasm of the Pharmaceutical Care Services staff.
- 5.5 To provide the highest quality of patient care through patient focused action as an integrated Team via the Department's primary, secondary, and tertiary care roles as part of the healthcare team.
- 5.6 Utilizing state-of-the-art automation technology.

6. DEFINITIONS

- 6.1 **Internal customers to healthcare organization:** Nurses, staff physicians, and other professional, students, trainees, employees, departments and committee
- 6.2 **External customers to healthcare organizations:** patients, patient's families, visitors, referring physicians, blood donors, and third-party payers e.g., suppliers

7. POLICY STATEMENTS

- 7.1 The Pharmaceutical Care Services provides a wide range of programs in the delivery of pharmaceutical services. The following is an overview of these comprehensive services:

- 7.1.1 Administration

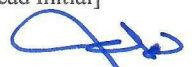
- 7.1.1.1 Budget

- Salary
 - Non-Salary

- 7.1.1.2 Personnel

- Assistant Directors
 - Ambulatory
 - Inpatient
 - Clinical
 - Technicians
 - Pharmacy Aides
 - Residents
 - Administrative Support Staff
 - Administrative Assistants

- 7.1.1.3 Interdepartmental Liaison



- Pharmacy and Therapeutics Committee (Regional & Corporate)
 - Nursing/Pharmacy Subcommittee
 - Antimicrobial Subcommittee
 - Medication Management & Use Committee
 - Medication Safety Program Committee
 - Environmental Round Committee
 - Medication Use Process Error Subcommittee
 - Adverse Drug Reaction Committee
- 7.1.2 Education**
- 7.1.2.1 Pharmacy Practice Residency Program (SCHS)**
 - 7.1.2.2 Pharmacy Interns (KSAU-HS and Other University)**
 - 7.1.2.3 On-Job Training (MOH and Other Health care institutions)**
 - 7.1.2.4 Staff Orientation / Training / Development**
 - Clinical Pharmacists
 - Pharmacists
 - Pharmacy Technicians
 - Pharmacy aides
 - Interns / Residents
 - 7.1.2.5 Patient Education/ Community Services**
 - Discharge Counseling Services
 - 7.1.2.6 In-service Programs**
 - Physicians / Residents
 - Nurses
- 7.1.3 Inventory Control**
- 7.1.3.1 Expiration**
 - 7.1.3.2 Recalls**
- 7.1.4 Distribution**
- 7.1.4.1 Narcotic & Psychotropic Substances**
 - 7.1.4.2 Unit Dose / Floor Stock**
 - 7.1.4.3 Compounding**
 - Packaging
 - Sterile Products
 - Non-sterile Products
- 7.1.5 Automation**
- 7.1.5.1 Pneumatic Tube**
 - 7.1.5.2 Micro / Macro TPN Compounder**
 - 7.1.5.3 Unit Dose Packaging Machine**
 - 7.1.5.4 Liquid Packaging Machine**
 - 7.1.5.5 Automated Dispensing Cabinet**
 - 7.1.5.6 Carousel**
 - 7.1.5.7 Health Information System (HIS)**
- 7.1.6 Technicians**
- 7.1.6.1 Central**



7.1.6.2 Decentralized

7.1.7 Pharmaceutical Care

7.1.7.1 Clinical Pharmacist

7.1.7.2 Decentralized Pharmacist Staff

7.1.7.3 Central Pharmacist Staff

7.1.8 Drug Information

7.1.8.1 Drug Information Center by MNGHA

7.1.8.2 Decentralized Satellite Pharmacists

7.1.8.3 SANG-HA Formulary Monograph Development/Coordination

7.1.9 Investigational Drugs

7.1.9.1 Research Committee

7.1.10 Ambulatory

7.1.10.1 Ambulatory Care Center Pharmacy (KAMC, KASCH and WHH)

7.1.10.2 VIP Satellite Pharmacy

7.1.10.3 Emergency Care Center Satellite Pharmacy (KAMC, KASCH and WHH)

7.1.10.4 Cardiac Outpatient Pharmacy

7.1.10.5 ACC IV Satellite Pharmacy

7.1.10.6 Flu Clinic Satellite Pharmacy

7.1.10.7 Outpatient Hematology/Oncology Satellite Pharmacy

7.1.11 Medication Use

7.1.11.1 Policies and Procedures

7.1.11.2 Quality Assurance

- Adverse Drug Evaluations
 - Adverse Drug Reactions
 - Medication occurrences (SRS)
- Distributive Quality (Assurance / Control)
 - Cart Fill
 - Ward and clinic inspections
 - Expired drugs
 - Refrigerated drugs
 - Sterile Preparation Unit (SPU)
 - Automation
- Clinical Interventions
- Drug Utilization Evaluations
 - Drug Policy and Economic Center

7.1.11.3 Information Management

- Internet / Intranet information update
- Computer Data Base



- Maintenance
- Reports
- Training
- Communication
 - Intra departmental
 - Inter departmental

8. Working Hours

8.1 Ambulatory Pharmaceutical Care

Area	Working Hours	
KAMC		
Outpatient Pharmacy	Sunday to Thursday	0800 – 1700 hours
Cardiac Outpatient Pharmacy	Sunday to Thursday	0800 – 1700 hours
Medical Protocol Satellite Pharmacy	Sunday to Thursday	0800 – 1700 hours
Outpatient IV Satellite Pharmacy	Sunday to Thursday	0800 – 1700 hours
ECC Satellite Pharmacy	Daily	24 hours
Flu Clinic Satellite Pharmacy	Daily	24 hours
Drive Thru Pharmacy	Sunday to Thursday	0800 – 1700 hours
KASCH		
Outpatient Pharmacy	Sunday to Thursday	0800 – 17 hours
ECC Satellite Pharmacy	Daily	24 hours
WHH		
Outpatient Pharmacy	Sunday to Thursday	0800 – 17 hours
ECC Satellite Pharmacy	Daily	24 hours

8.2 Inpatient Pharmacy Services

KAMC Pharmacy Areas		
Area	Working Hours	
Sterile Preparation Unit (SPU)	Daily	24 hours
Satellite A	Daily	24 hours
Satellite K	Daily	24 hours
Satellite C	Daily	24 hours
Satellite B	Sunday to Thursday	0700 – 1600 hours
Satellite Trauma/ Surgical Pharmacy	Sunday to Thursday	0700 – 1600 hours
Discharge Pharmacy	Daily	08:00-17:00 hours

KASCH Pharmacy Areas		
Area	Working Hours	
Sterile Preparation Unit (SPU)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
Adult ICU Satellite Pharmacy (SS)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
Pediatric ICU (P5)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
level 7 General Pediatric (P7)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
Oncology hematology Inpatient satellite pharmacy (C6)	Daily	24 hours
Chemotherapy satellite Pharmacy (C8)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
Oncology hematology outpatient Pharmacy	Sunday to Thursday	08:00-17:00 hours
Discharge Pharmacy	Daily	0800 – 1700 hours

WHH Pharmacy Areas		
Area	Working Hours	
Sterile Preparation Unit (SPU)	Sunday to Thursday	07:00 - 16:00 hours
	Weekends	07:00 - 15:00 hours
L&D pharmacy	Daily	24 hours
NICU1 pharmacy	Daily	24 hours
Discharge pharmacy	Daily	0800 – 1700 hours



8.3 Clinical Pharmacist Services

8.3.1 The consultation service is available from **Sunday to Saturday (0800 – 1700 hours)** and during off-hours for emergency cases.

8.4 Narcotic and Psychotropic Room

8.4.1 The Narcotic and Psychotropic Room is open for issuing from Sunday to Thursday (0800 – 1700 hours). Requisitions should be made on weekdays. Charge nurses should ensure that there is enough stock to cover the weekends.

8.5 Repackaging Center

8.5.1 Working hours from **Sunday to Thursday (0800 – 1700 hours)**

8.6 Compounding Area

8.6.1 Working hours from **Sunday to Saturday (0800 – 1700 hours)**



9. RECOMMENDATIONS

REVISED BY:


DPP Task Force Team Leader
Pharmaceutical Care Services, Central Region

09-09-2024
Date

10. APPROVAL

APPROVED BY:


Dr. Yousef Al Aqeel, Director
Pharmaceutical Care Services, Central Region

9/9/2024
Effective Date

[This table will be completed in the following year when the DPP has been reviewed but no amendments /additions to it and will be attached to the original DPP.]

Date	Name of Responsible Person Reviewing DPP	Reviewed	Signature
[Date when the DPP is reviewed]	[Legibly write the name of the responsible person who reviews the DPP]	[Affix a check ✓ mark]	[Signature of the responsible person who reviews the DPP]
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