



PHARMACY DEPARTMENT CITIZEN'S CHARTER

STEP BY STEP PROCEDURE IN PURCHASING "YELLOW PRESCRIPTION PAD"

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday 8:00 a.m. - 5:00 p.m.

STEP	ACTIVITIES	FEE	FORM	DOCUMENTARY REQUIREMENT	MAXIMUM TIME	RESPONSIBLE EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION AND ACCEPTABLE REASONS
1	Bring all requirements for the purchase of yellow prescriptions to the Pharmacist in-charge of yellow prescriptions at the Pharmacy. 1.1. First time applicants: Apply personally.	None	None	Original and photocopy of PRC License; Original and Photocopy of S2 License;	3 minutes	Pharmacist in-Charge of Yellow Prescriptions	
	1.2. Subsequent applications Apply personally or through authorized representative.	None	None	Authorization Letter of the applicant; Identification Card of the Claimant; Original and photocopy of PRC License; Original and Photocopy of S2 License; Used Yellow Prescription Pad	3 minutes	Pharmacist in-Charge of Yellow Prescriptions	
2	Wait for the Pharmacist in-charge to check the requirements and to issue a Charge Slip if the requirements are complete.	None	Charge Slip	None	5 minutes	Pharmacist in-Charge of Yellow Prescriptions	
3	Pay the fee at the Cashier.	P 250.00/ booklet	Official Receipt	Charge Slip	5 minutes	Cashier	5 minutes depending on the queue
4	Go back to the Pharmacist in-charge of yellow prescriptions to show the Official Receipt and to fill-out the Yellow Prescription Pad Information Sheet (Column Nos. 1-6 and 12-13) and accept the Yellow Prescription Pad.	None	Yellow Prescription Pad Information Sheet	Official Receipt	5 minutes	Pharmacist in-Charge of Yellow Prescriptions	

Submitted by:

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Approved by:

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