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NTMH/ADMIN/Essential Medical store/03	SOP on Essential Medicine Store	01	05

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1. Scope

1.1 This SOP applies to all the activities involved in the management of essential medical store and supplies in the hospital.

2. Objectives

2.1 This SOP describes procedures for receiving, storing, issuing, mobilizing of essential medicines Product. It also incorporates the procedures for requesting additional supplies.

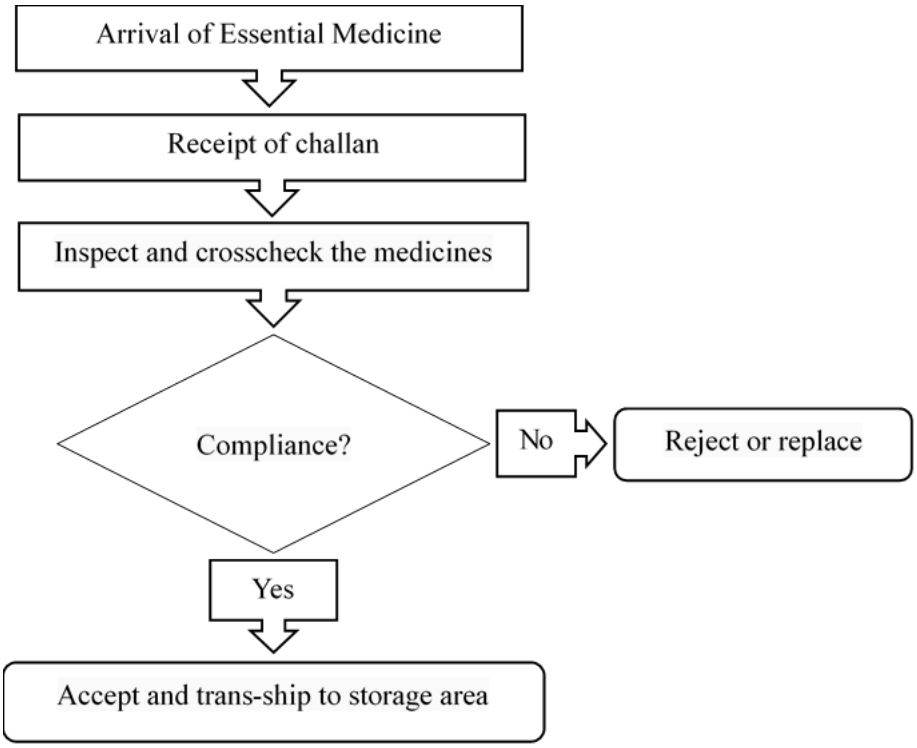
3. General Duties and Responsibilities

3.1. Prepare, process and submit BOQ for Essential Medicines.
3.2. Attend tender evaluations as and when required
3.3. Collect/receive/issue essential medicine based on the requisition and maintain proper record, documentation and inventory thereof.
3.4. Maintain proper storage of essential medicines
3.5. Conduct regular stock checks, inspections and audits
3.6. Practice good store management
3.7. Prepare monthly, quarterly and annual reports and submit to the concerned supervisor

4. Principle

4.1. Ensure that essential medicines are available at all times to patients without interruption.

5. Process Map in Flow Chart



6. Procedure-Quantification

6.1. Develop annual BoQ in consultation with the HoD and Unit In-charges

6.2. Monthly consumption data as follows should be considered from the stock ledger during the development of BoQ

6.2.1. Calculate average monthly use (AMU).

6.2.2. Physical balance at the time of quantification; also refer distribution order for the balance quantity to be received from QPD

6.2.3. Expiry date(s) with batch no(s);

6.2.4. Calculate the quantity required for next year as per the standard formula as follow.

$$\textbf{Quantity required} = \frac{\text{Total Consumption in past one year}}{\text{Number of months in stock}} \times 26 - \text{Expected December Balance}$$

6.3. Verify and submit the final BoQ in eBMSIS
6.4. Arrange the store before the arrival of the essential medicines
6.5. Get copies challan and verify whether the medicines comply with the specification reflected in the requisition/BoQ
6.6. Hand over one copy of the challan to the driver after verifying. The other copies are to be kept with you for reference.
6.7. Count and verify the quantity and name of the medicine against the details provided in the challan.
6.8. Conduct physical inspection if not, immediately inform QPD
6.9. The box marked "P/S" (packing slip) should contain Store Issue Note (SIN).
    6.9.1. Check the content of the boxes carefully against the SIN for the following: Item with quantity:
        - If supplies are found damaged or expired, separate those items from the usable stock and note on the "remarks" column of the SIN;
        - Sign the SIN along with name and official seal and return the yellow copy to QPD within 2 weeks.
6.10. Ensure that the essential medicines have a minimum remaining shelf life of 90% at the time of receipt.
6.11. Transship the essential medicines to the designated storage area after completing the physical inspection.
6.12. Officials or handlers should be in proper attire to handle medical equipment

7. Stock handling

7.1. Arrange the medicines in alphabetical order following the principle of First Expiry First Out (FEFO) and First in First Out (FIFO);
7.2. Store the medicines as per the recommended storage conditions, away from direct sunlight and 6 inches above the ground level
7.3. Heavy and liquid Form medicines should be placed on lower shelve
7.4. High value and controlled medicines, prone to misuse should be kept under lock and key
7.5. Monitor and record the temperature (at or below 30 °C) and relative humidity (at or below 70%) twice a day (Morning 9:30 am and Evening 3:30 pm)
7.6. Segregate defective/expired stocks from usable stock
7.7. Label as "expired" or "damaged" or "quality failed" accordingly
7.8. Store the expired medicines in different and secure area
7.9. Dispose the expired medicine as per the guideline, rules and regulation
7.10. Update the stock ledger accordingly.
7.11. Implement the internal control system of the medicines

8. Issuing

8.1. The medicines should be issued based on the requisition on the indent books of the respective departments/units in accordance to the following procedures:

- 8.1.1. Check the indent books for:
- 8.1.2. Signature and name of the in charge/designated staff
- 8.1.3. Counter signature of the pharmacist/heads of the facility
- 8.1.4. Quantity in stock.
- 8.1.5. Physically count the items and match with the requirements of the indent book
- 8.1.6. Check the expiry
- 8.1.7. Issue the items and keep the original copy of the indent book for records
- 8.1.8. Update the stock ledger thereof.

8.2. Share the list of mobilised medicine accordingly.

8.3. Additional requisition should be submitted based on the AMU and carry out the following procedures in the form:

- 8.3.1. Fill in the details of the medicines required
- 8.3.2. Calculate the quantity of medicines consumed in the last six months
- 8.3.3. State the reasons for the additional requirement under remarks column
- 8.3.4. Sign and get endorsed by the head of the health facility
- 8.3.5. Submit the completed form to QPD

9. Reports

9.1. Prepare monthly, quarterly and annual reports and submit to the concerned supervisor

9.2. Communicate the stock balance with the respective department and unit

10. Annexure (insert the FOrms)

10.1. Annex 9.1

11. References

11.1. SOP, Medical Store, JDWNRH. 2025
11.2. SOP version no.02, QPD, DMP, National Medical Services, Thimphu, Bhutan. 2024
11.3. SOP version no.00 for Receiving Medicinal Products, LMD. 2025
11.4. SOP version no.00 for Storage Medicinal Products, LMD. 2025