

Pharmacy Inspection Checklist- Random

Name of the Pharmacy: _____ Date of Inspection: __/__/____

Ref.	Description	Yes	No	N/A	Remarks
12	Pharmacy General Considerations				
12.2	The pharmacy site should not have any passage or exit connected to a residence or clinic or any other services not related to the pharmacy; except pharmacies located in commercial centers or malls.				
12.3	A display board showing the pharmacy working hours				
12.5	Consideration shall be given to provide access to special needs customers				
12.6	The pharmacy should be kept in a good condition and always clean				
12.7	No pets or birds may be allowed in the pharmacy				
12.8	The pharmacy must enforce a strict "No smoking" policy within the pharmacy premises				
12.9	Pest control must be in place to prevent and eliminate infestations and should be in accordance with municipality requirements				
13	Pharmacy Design Requirements				
13.8	Pharmacy cabinets must be provided to display and store medications appropriately. Cabinet shall include the following:				
13.8.1	Cabinets for Prescription Only Medication (POM), such cabinets must be provided to display and medications, public access to such cabinets shall be limited.				
13.8.2	A special lockable cabinet(s) must be provided to keep controlled drugs (Controlled Drugs class A and B). The cabinet(s) must be placed away from the general sales area and shall be inaccessible to the public				
13.8.3	Expired medications must be labeled and stored in dedicated area away from the sales area				
13.8.4	Return or withdrawn medications by official circular must be labeled and stored in dedicated area away from the sales area				
13.8.5	Dedicated area to maintain official documents such as federal laws, DHA guide, and pharmaceutical references				
13.10	Providing proper air conditioning to keep the temperature inside the pharmacy 25 degrees Celsius or				

13.11	Public source of water shall be provided with hand wash basin				
13.12	Wall mounted liquid soap dispenser next to the hand wash basin with wall mounted paper towel				
13.18	Display the DHA pharmacy license in a visible location to the public.				
13.19	The pharmacy shall maintain fire extinguishers and fire protection equipment as per the Dubai Civil Defense				
13.20	A refrigerator should be dedicated for storing pharmaceutical products only and shall not be used for				
13.21	A freezer should be available to store vaccines or pharmaceutical products that need to be kept in temperatures below 2 degrees Celsius (if the pharmacy is dealing with vaccines).				
14	Specific Requirements for 24 Pharmacies Hours' Duty				
14.3	24 hrs. operating pharmacy is not close at any time of the day				
14.5	A display board to indicate that the pharmacy operates 24 hours a day in Arabic & English is available				
15	Storing Medications & Pharmaceutical Products				
15.1	All medicines, vaccines & pharmaceuticals products are stored according to the manufacturer storage recommendations				
15.2	A thermometer to ensure the validity & stability of the products is available in the pharmacy according to the following				
15.2.1	Medications & pharmaceutical products that are stored at room temperature; (15-30 degrees Celsius)				
15.2.2	Medications & pharmaceutical products that are stored in a relatively cool area; (8-15 degrees Celsius)				
15.2.3	Medications & pharmaceutical products that are stored in a cold place; (around 8 degrees Celsius)				
15.2.4	Medications & pharmaceutical products that are stored in a refrigerator; (2 - 8 degrees Celsius)				
15.2.5	Medications & pharmaceutical products that are stored in a freezer: temperature do not exceed 0 degree Celsius				
15.3	Medications & pharmaceutical products are not exposed to direct sunlight				
15.4	Prescription medicines are not included in pharmacy window displays or otherwise advertised to the public				

15.5	Medications & pharmaceutical products are stored in a dry place or at a humidity level set on the outer packaging of the product				
15.6	Medications & pharmaceutical products are stored in clean conditions				
16	Purchasing & Dispensing Medications & Pharmaceutical Products				
16.1	Pharmacy management purchases medications & pharmaceutical products only from licensed agents or distributors registered by MOH				
16.3	Official purchase invoices are maintained in the pharmacy (original OR copy)				
16.5	Pharmacy do not sell medications & pharmaceutical products that are not registered & approved by MOH & did not receive marketing approval				
16.6	Pharmacy do not sell medications & pharmaceutical products that are expired or				
16.18	Advertisements & commercial posters of medications, pharmaceutical products, herbal products & medical supplies are not be fixed in the pharmacy unless approved by MOH				
17	Prescription Only Medications (POM)				
17.1	Licensed pharmacist do not dispense POM without the availability of prescription				
17.3	Prescription hand writing are legible or printed electronically & include the following				
17.3.1	Patient name, age, weight & contact number				
17.3.2	Generic or trade name of medicine				
17.3.3	Pharmaceutical preparations form, dosage, route of medicine administration, duration & instructions of use				
17.3.4	Issued by a licensed healthcare professional				
17.3.5	Name of healthcare professional who issues the prescription clearly documented, stamped, signature & the date of the prescription				
17.4	Pharmacist does not alter or change any items stated in the prescription unless taking the permission of the professional who issued it				
18	Controlled Drugs Management				
18.1	Licensed pharmacist is not dispensing medications containing psychotropic substances without the availability of controlled prescription				

18.2	Duration of prescription allowed for Controlled Drug - Class A (CDA) & Controlled Drug -Class A (CDB) drugs depends on the status of the prescriber				
18.3	CDA is not dispensing if the prescription exceeds the specified period				
18.4	CDA is dispensing based on MOH Controlled Drug Prescription form issued by a UAE licensed physician				
18.5	Validity of the CDA prescription is 3 days from the date of its issuance				
18.6	In accordance with Federal Law No.4 (1983) there are special requirements for an out-patient prescription written for a (CDA), these include				
18.6.1	Use of MOH Controlled Drug Prescription form with serial number				
18.6.2	Patient's full name - (given name, surname & middle name) - age & address				
18.6.3	Prescription is written in permanent ink				
18.6.4	Generic & trade name of medicine is indicated				
18.6.5	Prescription must include the date of issuance, signature & stamp of the prescribing physician				
18.6.6	Dosage & the strength of the active ingredient is written both in figures & letters, route of medicine administration, duration & instructions of use				
18.6.7	Duration of supply must not exceed limitation described above				
18.7	Pharmacist takes & keeps a copy of the patient's UAE identity card or passport				
18.8	Pharmacist signs & stamps the prescription after dispensing the CDA medication				
18.9	Dispensed CDA are recorded in special register book which is maintained in the pharmacy ready for any inspection by the HRD				
18.10	Pharmacist is re-dispensing the CDA without a new prescription				
18.11	Pharmacist is not dispensing the medications if the prescription describes doses exceeding what is stated in the approved scientific references & in accordance with the criteria adopted internationally				
18.12	Pharmacist is not accepting a prescription containing narcotic or psychotropic substances written by a licensed physician for himself				
18.13	CDA is stored in a special steel lockable cupboard				

18.14	If the CDA stock is damaged but the medicine is contained within sealed packaging e.g. broken ampoule within a sealed blister wrapping, it can be returned				
18.5	Management of Expired Controlled Drugs				
18.5.1	If a pharmacy has controlled drugs that are expired or damaged they are separated from the active stock, labelled & removed as soon as possible				
18.5.2	Expired stock may be returned to the drug agents or destroyed as per the Narcotics & Controlled Drugs Guide				
18.5.3	Transfer back or the destroyed expired stock is recorded in the controlled drug register				
19	Documents & Records				
19.1	Dedicated area is available in the pharmacy to maintain official documents which include				
19.1.1	UAE Pharmacy Professional law				
19.1.2	Pharmacist Professional Code of Conduct				
19.1.3	Guidelines & minimum standards for Good Pharmacy Practice (GPP) in UAE Pharmacies issued by MOH				
19.1.4	DHA & MOH circulars & relevant documents				
19.1.6	List of registered medication in UAE & the approved price list issued by MOH & its subsequent amendments				
19.1.7	List of controlled drugs & classifications & its subsequent amendments				
19.1.8	Copy of the pharmacy license issued by DHA & DED				
19.1.9	Copy of all pharmacy staff valid licenses issued by the DHA. (including trainees)				
19.1.10	Staff list with their employment designation & job description				
19.1.11	A record of Continuous Professional Development (CPD) activities for pharmacist & Pharmacy technicians				
20	Contact Data				
20.1.1	Contact numbers of the concerned departments & sections in DHA or MOH for the purpose of reporting or inquiring about any related topics				
20.1.3	Numbers & contact details for Poison Information Centers in the UAE				
20.1.4	Directory of all health facilities contact details				
21	Registers, Records & Reports				
21.1	A log book to record daily temperatures for the pharmacy & the medications refrigerator, the data is maintained for the last 12 months				

21.2	Records of all controlled drug registers (separate registers are kept for CDA & CDB) numbered & stamped by MOH				
21.3	A file that includes invoices & related commercial transactions in the pharmacy				
21.4	A file that includes Controlled Drugs prescriptions (CDA & CDB), prescriptions are maintained for five years				
21.5	A file that includes copies of monthly & periodic reports Controlled Drugs (CDA & CDB)				
21.6	In case of medication preparation, a record of prescriptions is kept				
21.7	A file that includes all the violations & fines issued against the pharmacy or the staff				
22	Scientific References				
22.1	Updated versions of the following scientific references is maintained in the pharmacy either as hard copy or electronic format:				
22.1.1	British National Formulary (BNF)				
22.1.2	One of the universal recognized drug constitution of Pharmacology such as British Pharmacopoeia (BP), United States Pharmacopoeia (USP), European Pharmacopoeia (Ph. Eur.)				
22.1.3	Martindale: The Complete Drug Reference				
22.1.4	Goodman & Gilman: The Pharmacological Basis of Therapeutics				
22.1.5	A book for clinical pharmacy or clinical pharmacology				
23	Legal & Ethical framework				
23.2	Pharmacists & pharmacy technicians comply with Pharmacists Professional Code of Conduct issued by MOH				
23.3	Pharmacy staff do not offend or criticize any healthcare professional in front of others				
24	Personnel				
24.1	All the pharmacists & pharmacy technician hold valid licenses issued by DHA. Trainees must obtain training permit from DHA				
24.2	A DHA licensed pharmacist in charge or pharmacy technician is available during duty hours of the pharmacy				
24.3	Pharmacists & pharmacy technician are working in the pharmacy which they are licensed on & within their scope of practice				
24.4	Pharmacy technicians & trainees are under the supervision of a licensed pharmacist when dispensing medications				
24.5	Pharmacists wears clean white coats, while pharmacy technicians wear blue coats				

24.6	All pharmacists & pharmacy technicians wear a badge stating their name, position & license				
24.7	Trainees may wear clean white coats. The trainees must wear a badge stating their name & position as "Trainee" in Arabic & English				
24.8	Other staff <u>may</u> wear gray color coats & wear a badge stating their name & position. Such staff is <u>not allowed to dispense CDA, CDB, POM medications for customer</u>				
25	Waste Management				
25.1	Pharmaceutical waste is disposed of in accordance with UAE laws & regulations				
25.2	Disposal of pharmaceutical waste via the approved companies is recorded & these records are available				

Inspectors: (Name & Signature)

1. _____
2. _____
3. _____
4. _____