Dubai
Community Pharmacy Licensure & Pharmaceutical Practices Guide

HEALTH REGULATION DEPARTMENT

DUBAI HEALTH AUTHORITY

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Acknowledgment

Dubai Health Authority (DHA) is pleased to present the DHA Dubai Community Pharmacy Licensure and Pharmaceutical Practices Guide which represents a milestone towards fulfilling the DHA strategic objectives in providing "A world class integrated health system that ensures excellence in health and healthcare for the Emirate of Dubai and promotes Dubai as a globally recognized destination for healthcare".

This Guide places an emphasis on pharmacy design criteria and pharmaceutical practices based on the federal laws in addition to international accreditation standards.

Therefore, this document provides a base for the Health Regulation Department (HRD) to assess the Community Pharmacy' practices in Dubai to ensure safe and competent delivery of services. It will also assist these pharmacies to ensure compliance with DHA regulatory requirements and the United Arab Emirates (UAE) federal laws.

The Community Pharmacy Licensure & Pharmaceutical Practices Guide was developed by the Pharmacy Department and Health Regulation Department (HRD) in collaboration with Subject Matter Experts whose contributions have been invaluable. The Health Regulation Department would like to gratefully acknowledge those professionals and to thank them for their dedication to quality in health and their commitment in undertaking such a complex task.

The Health Regulation Department
Dubai Health Authority

1. Scope

This Guideline applies to every licensed pharmacy providing pharmaceutical services and subject to licensure under the Dubai Health Authority establishment law, including pharmacies in governmental and semi-governmental, private and free zone areas.

The DHA has the right to amend the Guideline for Pharmacy Licensure and Pharmaceutical Practices stipulated herein without prior notice; the latest version of the Guideline shall be published in the DHA website www.dha.gov.ae

2. Purpose

The Dubai Health Authority is the sole responsible entity of ensuring that all healthcare facilities and professionals in the Emirate of Dubai provide the highest level of safety and quality patient care at all times, through the development, establishment, and enforcement of Pharmacy Licensure and Pharmaceutical Practices minimum requirement.

All pharmacists are obliged to provide pharmaceutical services in a safe and secure environment in accordance with all legal and professional requirements and present an image which enhances the pharmacy and the profession

3. Definitions

Controlled Drug -Class A is a medicine that contains an active ingredient listed in schedules 7 and 8 of the UAE Federal law for 1995, **or** a medicine that has been assessed as having a significant potential for abuse and / or could be diverted for illegal use

Controlled Drug -Class B is a medicine that is used for psychiatric conditions **or** a "schedule 3" medicine that avoids narcotic control due to its formulation **or** any other medicine that requires stricter control than that of "prescription"

Community Pharmacy shall mean all those establishments that are privately owned and whose function is to serve societies need for both drug products and the pharmaceutical services

Licensure shall mean issuing an official permit to operate a pharmacy to an individual, government, corporation, partnership, Limited Liability Company (LLC), or other form of business operation that is legally responsible for the pharmacy operation.

Licensed pharmacist shall mean any person licensed to practice the pharmaceutical profession according to the provision of the local and federal laws in UAE

Medicine/medication/pharmaceutical drug shall mean can be loosely defined as any chemical substance intended for use in the medical diagnosis, cure, treatment, or prevention of disease.

Narcotic a medicine containing an active ingredient listed in Schedules 1 to 6 of UAE Federal law 14 for 1995

Pharmaceutical Profession shall mean preparation, composition, separation, manufacturing, bottling, or packing, selling, or distribution, of any medicine for protection or treatment of human beings or animals.

Pharmacist shall mean any person holding of pharmacy degree from a recognized college or university by MOHESR.

Pharmacy shall mean the facility where the profession of preparing, preserving, compounding, and dispensing medications is practiced

Pharmacy Staff for the purpose of this document pharmacy staff shall mean Pharmacists, Pharmacy Technicians and trainees

Pharmacy Technician: shall mean any person licensed to practice the pharmacy profession under the direct supervision of a licensed pharmacist.

Prescription Only Medicine shall mean an MOH registered medication that requires an official prescription before it can be obtained.

Trainee Pharmacist: shall mean any person holding a minimum qualification of bachelor's degree in pharmacy or its equivalent from an accredited college or university recognized by the MOHESR and works under the direct supervision of a licensed pharmacist.

Acronyms

DED	:	Department of Economic Development
DHA	:	Dubai Health Authority
DM	:	Dubai Municipality
HRD	:	Health Regulation Department
GSL	:	General Sale List
MOH	:	Ministry of Health
MOHESR	:	Ministry of higher Education and Scientific Research
OTC	:	Over the Counter
POM	:	Prescription Only Medicine
SD	:	Schematic Designs

CHAPTER ONE: ADMINISTRATIVE PROCEDURES

1. Obtaining a license

1.1 A person or entity must obtain a license from Dubai Health Authority (DHA) to operate pharmacy in the Emirate of Dubai. This applies to governmental and semi-governmental, private health facilities and facilities operating in free zone areas.

1.2 Pharmacy shall include community based pharmacies only

2. Registration and Licensure Procedures

2.1 Health Regulation Department (HRD) shall receive applications to operate pharmacies in the Emirate of Dubai according to the applicable laws regarding this issue.

2.2 Application to operate a pharmacy requires Dubai Municipality (DM) approval for commercial use of the premises. The application to HRD shall include:

2.2.1 Submission of the "new health facility licensure application form" through the HRD e-licensing service "Sheryan System" which may be accessed via www.dha.gov.ae

2.2.2 The proposed general location with land plot number

2.2.3 Schematic Designs (SD) showing the proposed floor layouts with each room numbered and labeled and a general cross section of the structure.

2.3 Upon receipt of a completed applicant's file, the HRD will conduct a detailed review of the submitted material to determine suitability for further processing.

2.4 The HRD shall issue an Initial Approval letter for the pharmacy.

2.5 This letter will be required to complete the pharmacy's licensing procedures pertaining to issuing of the trade license by local authorities such as The Department of Economic Development (DED) in Dubai or equivalent licensing bodies (i.e. free zones authorities).

2.6 In case of Rejection of the application a detailed list of deficiencies will be provided for corrective action and the applicant is required to re-submit the application with applicable fees.

For further details regarding the application form, ownership, licensure procedures, application fee and re-submission fee please click here or visit the HRD on the DHA website www.dha.gov.ae

3. Ownership

3.1 Health Regulation Department shall receive applications to open pharmacy in the Emirate of Dubai according to the applicable local and federal laws. For further information click here to see article 19 of the Federal Law number 4/1983 concerning The Pharmaceutical Professions and Institutions**.**

4. Facility Name

4.1 During the initial registration process, the name of the pharmacy will be tentatively under the owner's name.

4.2 Each pharmacy shall be designated by a permanent and distinctive name approved by the HRD which shall not be changed without prior notification.

4.3 The pharmacy trade name shall be issued by DED or equivalent licensing authorities in Dubai.

4.4 The HRD has the right to reject the pharmacy trade name if not suitable or tends to mislead the public.

4.5 The name of the pharmacy shall be written in Arabic and English on the board, and shall be displayed as per the DED commercial board's requirements.

4.6 If the pharmacy is part of chain of pharmacies, the chain name can be placed on the board also.

5. Issuing of License

5.1 An online request for Final Inspection shall be submitted by the applicant through the Sheryan online licensing system; upon which an onsite pre-operational assessment will be conducted by HRD.

5.2 To obtain the DHA pharmacy license, the applicant must meet the following:

5.2.1 Appoint a Pharmacist in-charge to supervise the pharmacy (to view pharmacist qualifications requirements please visit the allied health professional requirements published in DHA website www.dha.gov.ae)

5.2.2 Employ a sufficient number of DHA licensed pharmacists and pharmacy technicians.

5.2.3 Provide suitable infrastructure as per the DHA design requirements and according to the services provided by the pharmacy.

For further details regarding design requirements please refer to ***Chapter Two*** of this document.

5.3 Based on the onsite assessment and after meeting the DHA requirements and recommendations, the HRD will issue the DHA pharmacy license.

5.4 The DHA pharmacy license is valid for one year.

5.5 The license shall state the name and address of the pharmacy, the DED license number, the period of licensure validity.

5.6 The DHA pharmacy license shall be clearly posted in the facility.

5.7 The pharmacy shall clearly display the hours of operation of the facility.

6. Application for License Renewal

6.1 Application for renewal of the Pharmacy license can be submitted via the Sheryan online system up to 90 days prior to expiration of the license, the pharmacy license renewal date will be calculated from the expiry date

6.2 Renewal of the Pharmacy license shall conform to all renewal requirements.

6.3 The applicant's failure to submit the renewal licensing application before the expiry date shall result in expiration of the current license on its last effective date. In such cases, the Pharmacy will be subjected to financial penalties.

6.4 DHA Pharmacy license will be renewed for a period of one year after fulfilling the HRD requirements for re-licensure assessment.

6.5 If the pharmacy license is not renewed for **six months**, the license will be considered as null and void.

For further details regarding pharmacy license renewal procedures and requirements please refer to the HRD website via www.dha.gov.ae

7. Temporary Suspension of the License

7.1 If the pharmacy breaches the DHA or Ministry of Health (MOH) pharmacy laws and regulations; the Director General of DHA may issue an order of suspension of the pharmacy license pending a final decision from an investigative committee.

8. Cancellation of the License

8.1 Cancellation of the pharmacy license request shall be submitted by the owner via the Sheryan online system.

8.2 The pharmacy management shall comply with existing regulations regarding cancellation of the license. For further details regarding health facility license cancellation procedures refer to the HRD website via www.dha.gov.ae

9. Null and Void License

9.1 As per the UAE Federal Law number 4/1983 concerning The Pharmaceutical Professions and Institutions., the pharmacy license is considered null and void by force of law in the following conditions:

9.1.1 The transfer of the ownership of the pharmacy

9.1.2 The pharmacy is not operational for a period of six consecutive months from the date of issuing the facility license.

9.1.3 Transferring the pharmacy ownership to a different individual, corporation, Limited Liability Company (L.L.C.), etc. without obtaining prior approval from HRD.

9.1.4 Closure of the pharmacy for a period of six months without presenting a valid and justified reason(s) to HRD.

9.1.5 Cancellation or liquidation of pharmacy Corporation, partnership or Limited Liability Company (L.L.C.), etc.

10. Changes/Modifications Requiring DHA Approvals

10.1 The pharmacy management shall obtain prior approval from the HRD for the following changes or modifications, this includes but not limited to:

10.1.1 Ownership

10.1.2 Pharmacist in charge

10.1.3 Pharmacy trade name

10.1.4 Pharmacy location

10.1.5 Temporary closure of the Pharmacy

10.1.6 Adding an extension or annex to the existing pharmacy building

11. Compliance Review

11.1 At any time and upon reasonable cause, HRD may audit the pharmacy to determine compliance to the DHA health facility licensure and regulation standards, and take the appropriate action.

11.2 The HRD inspectors and/or any duly authorized representative shall have the right to enter into the premises of any licensed pharmacy or applicant for a license in order to determine the facility's compliance with the DHA licensure and regulation standards. These audits may be scheduled or un-announced.

11.3 The health facility management shall cooperate with HRD inspectors and/or any duly authorized representative and provide requested documentation/files if any.

11.4 After every audit in which non-compliance to the DHA health facility licensure and regulation standards has been identified, the authorized inspectors shall issue an onsite copy of the field inspection report followed by a letter stating the identified violations.

CHAPTER TWO: COMMUNITY PHARMACY REQUIREMENTS

12. Pharmacy General Considerations

12.1 Pharmacy must be located on the ground floor and may be located on a higher floor if it is within a commercial center or mall.

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 and the pharmacy shifts' schedules (if applicable) must be available.

12.4 The pharmacy shall meet the building standards required by Dubai Municipality or free zone authorities.

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

13.1 Pharmacy space requirements shall depend on the quantities of medicines and supplies available in the pharmacy but shouldn't be less than 30 square meters.

13.2 The minimum ceiling height shall not be less than 2.70 meters (8 feet 8 inches)

13.3 The pharmacy shall have adequate lighting sources.

13.4 Wall finishes shall be washable, moisture-resistant and smooth. Wall finish treatments shall not create ledges or crevices that can harbour dust and dirt.

13.5 Selected flooring surfaces shall be slip-resistant, easy to maintain, readily cleanable, and appropriately wear-resistant for the location. Highly polished flooring shall be avoided.

13.6 Joints for floor openings for pipes and ducts shall be tightly sealed.

13.7 The pharmacy shall include the following main areas:

13.7.1 General sales area.

13.7.2 Dispensing counter

13.7.3 Storage area

13.7.4 Patient consultation area (optional).

13.7.5 Office with pantry (optional).

13.7.6 Medication preparation area (if applicable)

13.8 Pharmacy cabinets must be provided to display and store medications appropriately. The medication display cabinets must be kept clean and orderly at all times. 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. The cabinet(s) key must be kept in the custody of the pharmacist in charge or the pharmacist on duty. The cabinet must be designated by a label.

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 with folder for official circular. If the pharmacy uses electronic information system, access to such documents shall be insured

13.9 Communication devices such as telephone, fax, scanner, and computer. Access to internet is required.

13.10 Providing proper air conditioning to keep the temperature inside the pharmacy 25 degrees Celsius or below.

13.11 Public source of water shall be provided with hand wash basin made of porcelain, stainless steel or any other non-rusting material.

13.12 Wall mounted liquid soap dispenser next to the hand wash basin with wall mounted paper towel and educational material on hand washing technique.

13.13 Trash containers for regular waste and other ones for medical waste.

13.14 A separate medication preparation area may be provided through a partition which must include an independent basin from any other basin used for regular hand washing.

13.15 Power supply with sufficient electrical outlets for the pharmacy equipment.

13.16 First aid kit must be labeled and provided in the pharmacy.

13.17 Provide appropriate warring signs and labels.

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 requirements.

13.20 A refrigerator should be dedicated for storing pharmaceutical products only and shall not be used for any other purposes, such as keeping food or drink. A temperature monitoring device for the refrigerator shall be maintained.

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:

14.1 The pharmacy shall obtain permission to operate for 24 hours from the HRD.

14.2 The pharmacy 24 hours operation permission is valid for one year and must be renewed annually through the HRD.

14.3 The 24 hours operating pharmacy should not close at any time of the day after getting the DHA permission for that purpose; otherwise it will be a violation of law and may be subject to legal action, unless an official request is submitted to the HRD to cancel the 24 hours operation permission.

14.4 The pharmacy must be easily accessible for customers.

14.5 A display board must be available to indicate that the pharmacy operates 24 hours a day in Arabic and English.

14.6 A licensed pharmacist must be available during the working hours of the pharmacy.

14.7 The pharmacy must contain all types of medications in various forms especially those medications for emergencies and chronic diseases

CHAPTER THREE: PHARMACEUTICAL PRACTICES

Section One: Medication Management

15. Storing Medications and Pharmaceutical Products

15.1 All medicines, vaccines and pharmaceuticals products should be stored according to the manufacturer storage recommendations stated on the outer packaging.

15.2 A thermometer to ensure the validity and stability of the products shall be available in the pharmacy according to the following:

15.2.1 Medications and pharmaceutical products that must be stored at room temperature; the temperature must be maintained between 15-30 degrees Celsius

15.2.2 Medications and pharmaceutical products that must be stored in a relatively cool area; the temperature must be maintained between 8-15 degrees Celsius

15.2.3 Medications and pharmaceutical products that must be stored in a cold place; the temperature must be around 8 degrees Celsius

15.2.4 Medications and pharmaceutical products that must be stored in a refrigerator; the refrigerator temperature must be maintained and monitored between 2 - 8 degrees Celsius

15.2.5 Medications and pharmaceutical products that must be stored in a freezer: temperature should not exceed 0 degree Celsius

15.3 Medications and pharmaceutical products must not be exposed to direct sunlight.

15.4 Prescription medicines should not be included in pharmacy window displays or otherwise advertised to the public

15.5 Medications and pharmaceutical products must be stored in a dry place or at a humidity level set on the outer packaging of the product.

15.6 Medications and pharmaceutical products must be stored in clean conditions.

16. Purchasing and Dispensing Medications and Pharmaceutical Products

16.1 The pharmacy management must purchase medications and pharmaceutical products only from licensed agents or distributors registered by MOH.

16.2 The pharmacy management shall refrain from purchasing medications and pharmaceutical products from non-licensed and registered providers by MOH.

16.3 Official purchase invoices must be maintained in the pharmacy (original OR copy)

16.4 Purchase invoices must contain the batch or lot number of each purchased item.

16.5 It is not permitted to sell medications and pharmaceutical products that are not registered and approved by MOH and did not receive marketing approval.

16.6 It is not permitted to sell medications and pharmaceutical products that are expired or defective.

16.7 It is not permitted to sell smuggled medications and pharmaceutical products introduced illegally to the country.

16.8 It is not permitted to sell free medication samples.

16.9 It is not permitted to exceed the selling price specified by MOH on the package of the medications or pharmaceutical products.

16.10 Pharmacies must not offer additional discounts from those prices specified by MOH.

16.11 The pharmacy staff must not prevent trading of medical products, hide, or sold at more than the price applied by the ministry

16.12 The HRD must be informed in case of any unanticipated serious side effect or unpredicted serious adverse events as result of a medical product within fifteen days of its occurrence.

16.13 The pharmacy staff is prohibited from directing customers to purchase medical products other than those prescribed by their health practitioner.

16.14 The pharmacy staff should not change or modify the pharmaceutical preparation form of the medications available in the pharmacy.

16.15 Medications must be sold in their original packs. If part packs are required then they must carry the medicine name, batch/lot number and expiry date and the patient must receive (free of charge) a copy of the original package insert or patient leaflet from the pharmacy.

16.16 The pharmacy staff is not permitted to dispense medical prescriptions with abbreviations or symbols that are not scientifically or professionally approved.

16.17 The pharmacy staff is not permitted to have an agreement with a physician or health care professional to write medical prescription in a special way or using special symbols they agree upon.

16.18 Advertisements and commercial posters of medications, pharmaceutical products, herbal products and medical supplies should not be fixed in the pharmacy unless approved by MOH.

16.19 Stickers for labelling dispensed medications must be available in the pharmacy.

17. Prescription Only Medications

17.1 The licensed pharmacist is not allowed to dispense Prescription Only Medications (POM) without the availability of prescription.

17.2 POM can only be sold in accordance with a written prescription by a UAE licensed doctor within the last 6 months.

17.3 Prescription hand writing must be legible or printed electronically and include the following:

17.3.1 The patient name, age, weight and contact number.

17.3.2 The generic or trade name of medicine

17.3.3 The pharmaceutical preparations form, dosage, route of medicine administration, duration and instructions of use.

17.3.4 Issued by a licensed healthcare professional

17.3.5 The name of healthcare professional who issues the prescription clearly documented, stamped ,signature and the date of the prescription

17.4 The pharmacist must not alter or change any items stated in the prescription unless taking the permission of the professional who issued it. The pharmacist may change the pharmaceutical product with a similar one containing the same active ingredients after informing the patient and the health care professional who issued the prescription. The changes must be documented in writing on the prescription with signature of the pharmacist.

17.5 If the healthcare professional cannot be contacted or did not change the prescription, pharmacist is not permitted to dispense the medication.

17.6 In case the pharmacist finds an error or mistake in the prescription or is in doubt regarding certain contents, the pharmacist should contact the professional who issued the prescription to clarify the matter and send it back to him if he does not accept the explanations given. In such case, the professional who issued the prescription should underline the change and sign next to it.

18. Controlled Drugs Management

In the UAE the basic requirements for the Controlled Drugs prescription and supply are described by Federal Law Number 4 for 1983 and MOH circulars concerning certain medications which have abuse potentials and can lead to addiction.

The DHA Controlled Drugs Management Guide will be issued to provide guidance to the health facilities in this regards.

18.1 The licensed pharmacist is not allowed to dispense medications containing psychotropic substances without the availability of controlled prescription

18.2 Duration of prescription allowed for **Controlled Drug -Class A** (CDA) and **Controlled Drug -Class A** (CDB) drugs depends on the status of the prescriber

Prescriber status	Duration of prescription
General Practitioner	3 days
Specialist	2 weeks
Consultant	4 weeks
Psychiatry Specialist or Consultant	4 weeks

18.3 The CDA should not be dispensed if the prescription exceeds the specified period mentioned in the table above.

18.4 CDA can only be dispensed based on MOH Controlled Drug Prescription form issued by a UAE licensed physician.

18.5 The 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 The patient's full name - (given name, surname and middle name) - age and address.

18.6.3 The prescription shall be written in permanent ink

18.6.4 The generic AND trade name of medicine shall be indicated

18.6.5 The prescription must include the date of issuance, signature and stamp of the prescribing physician.

18.6.6 The dosage and the strength of the active ingredient shall be written both in figures and letters, route of medicine administration, duration and instructions of use.

18.6.7 Duration of supply must not exceed limitation described above.

18.7 The pharmacist must take and keep a copy of the patient's UAE identity card or passport.

18.8 The pharmacist must sign and stamp the prescription after dispensing the CDA medication.

18.9 The dispensed CDA must be recorded in special register book which must be maintained in the pharmacy ready for any inspection by the HRD.

18.10 The pharmacist is not permitted to re-dispense the CDA without a new prescription.

18.11 The pharmacist must not dispense the medications if the prescription describes doses exceeding what is stated in the approved scientific references and in accordance with the criteria adopted internationally.

18.12 The pharmacist should not accept a prescription containing narcotic or psychotropic substances written by a licensed physician for himself.

18.13 CDA must be 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.

18.15 Management of Expired Controlled Drugs:

18.15.1 If a pharmacy has controlled drugs that are expired or damaged they must be separated from the active stock, labelled and removed as soon as possible.

18.15.2 The expired stock may be returned to the drug agents or destroyed as per the Narcotics and Controlled Drugs Guide.

18.15.3 The transfer back or the destroyed expired stock should be recorded in the controlled drug register.

Section Two: Records Management

19. Documents and Records to be maintained in the pharmacy

19.1 Dedicated area must be 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 and minimum standards for Good Pharmacy Practice (GPP) in UAE Pharmacies issued by MOH

19.1.4 DHA and MOH circulars and relevant documents.

19.1.5 Forms related to reporting adverse reactions of medication used by Pharmacological vigilance program.

19.1.6 List of registered medication in UAE and the approved price list issued by MOH and its subsequent amendments

19.1.7 List of controlled drugs and classifications and its subsequent amendments.

19.1.8 Copy of the pharmacy license issued by DHA and 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 and job description.

19.1.11 A record of Continuous Professional Development (CPD) activities for pharmacist and Pharmacy technicians.

20. Contact Data

20.1 The following documents must be kept in the pharmacy:

20.1.1 Contact numbers of the concerned departments and sections in DHA or MOH for the purpose of reporting or inquiring about any related topics.

20.1.2 Numbers and contact details for the Pharmaceutical Vigilance Committee in MOH. For further information visit MOH website www.moh.gov.ae

20.1.3 Numbers and contact details for Poison Information Centres in the UAE such as http://www.haad.ae/haaddeps/pdic/tabid/194/default.aspx

20.1.4 Directory of all health facilities contact details.

21. Registers, Records and Reports

21.1 The following documents must be kept in the pharmacy:

21.1.1 A log book to record daily temperatures for the pharmacy and the medications refrigerator, the data shall be maintained for the last 12 months.

21.1.2 Records of all controlled drug registers (separate registers should be kept for CDA and CDB) numbered and stamped by MOH.

21.1.3 A file that includes invoices and related commercial transactions in the pharmacy.

21.1.4 A file that includes Controlled Drugs prescriptions (CDA and CDB), prescriptions must be maintained for five years.

21.1.5 A file that includes copies of monthly and periodic reports Controlled Drugs (CDA and CDB).

21.1.6 In case of medication preparation, a record of prescriptions must be kept.

21.1.7 A file that includes all the violations and fines issued against the pharmacy or the staff.

22. Scientific References

22.1 The updated versions of the following scientific references should be 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 Pharmacopeia (USP), European Pharmacopoeia (Ph. Eur.)

22.1.3 Martindale: The Complete Drug Reference

22.1.4 Goodman and Gilman: The Pharmacological Basis of Therapeutics

22.1.5 A book for clinical pharmacy or clinical pharmacology.

Section Three: Good Pharmacy Practices

23. Legal and Ethical framework

23.1 Pharmacists and pharmacy technicians must abide with the UAE Pharmacy federal laws and the related legislations and circulars.

23.2 Pharmacists and pharmacy technicians must comply with Pharmacists Professional Code of Conduct issued by MOH.

23.3 The pharmacy staff is not allowed to offend or criticize any healthcare professional in front of others.

23.4 Continuing professional development is essential and pharmacists and pharmacy technicians must keep their knowledge and skills up to date.

24. Personnel

24.1 All the pharmacists and pharmacy technician should hold valid licenses issued by DHA. Trainees must obtain training permit from DHA.

24.2 A DHA licensed pharmacist in charge or pharmacy technician must be available during duty hours of the pharmacy.

24.3 The pharmacists and pharmacy technician are allowed to work in the pharmacy which they are licensed on and within their scope of practice.

24.4 Pharmacy technicians and trainees must be under the supervision of a licensed pharmacist when dispensing medications.

24.5 Pharmacists shall wear clean white coats, while pharmacy technicians shall wear blue coats.

24.6 All pharmacists and pharmacy technicians must wear a badge stating their name, position and license.

24.7 Trainees may wear clean white coats. The trainees must wear a badge stating their name and position as "*Trainee*" in Arabic and English

24.8 Other staff may wear gray color coats and wear a badge stating their name and position. Such staff is not allowed to dispense CDA, CDB, POM medications for customer.

24.9 The pharmacy staff must maintain a clean and tidy professional appearance.

24.10 The pharmacy staff are not permitted to inform others about the disease revealed by the medical prescription or on drugs stated in the prescription, which have reached them in any other way

24.11 The pharmacy staff are allowed to practice first aid activities and some activities that relate to the measurement of vital signs

24.12 The pharmacists should comply with the annual leave period identified by the article number 27 of the UAE federal law number (4/1983) which must not exceed more than 60 days.

24.13 In case of absence of the licensed pharmacist in charge, another pharmacist shall be designated to take over the managing responsibility of the pharmacy. Pre-approval from HRD is required.

25. Waste Management

25.1 Pharmaceutical waste must be disposed of in accordance with UAE laws and regulations. It must not be disposed of via the routine garbage collection system.

25.2 Disposal of pharmaceutical waste via the approved companies must be recorded and these records must be available.

Appendix 1: Classification of Medications in UAE

Federal law 14 (1995) Schedules	MOH assigned Mode of Dispensing	Abbreviation	Older UAE descriptions
1-6 (Narcotics)	Controlled Drug - Narcotic	Narcotic	Narcotics
7-6 (Psychotropics)	Controlled Drug - Class A	CDA	Registered Prescription (RP)
Not scheduled according to Federal Law 14 (1995)	Controlled Drug - Class B	CDB	Semi-Controlled, prescription (CP)
	Prescription Only Medicine	POM	Prescription Drug (P)
	Over the Counter	OTC	-
	General Sale List	GSL	-

References

UAE Federal Law number 4/1983 concerning the Pharmaceutical Professions and Institutions.

UAE Federal Law number 14/1995 concerning Illicit Drug and Psychotropic Drugs.

Guideline and Minimum Standards for Good Pharmacy Practice (GPP) - version 1, 2003 published by the MOH in http://www.moh.gov.ae/en/OurServices/Pages/PharmacyAndSupply.aspx and accesses on December, 2012

MOH circulars and decisions concerning pharmacy and medication management in UAE

Decision number 932/2012 issued by the Ministry of Health in UAE concerning the criteria for pharmacies in the Private Sector

Standard for Licensing of Pharmaceutical Facilities issued by Health Authority – Abu Dhabi (HAAD) and published in http://www.haad.ae/haad/tabid/819/Default.aspx and accesses on December, 2012

A Guide to the Management of Controlled Drugs in the Private Sector issued by HAAD http://www.haad.ae/HAAD/LinkClick.aspx?fileticket=DdohHiFrRNQ%3D&tabid=613 and accesses on December, 2012.