

<ul style="list-style-type: none"> Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder. It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable. Information security code: <input checked="" type="checkbox"/> Open <input type="checkbox"/> Shared -Confidential <input type="checkbox"/> Shared-Sensitive <input type="checkbox"/> Shared-Secret 	<ul style="list-style-type: none"> النسخة الإلكترونية هي النسخة المضبوطة وفق إجراء ضبط الوثائق. النسخ الورقية غير مضبوطة وتقع على مسؤولية حاملها. يسمح بالوصول وبالاحتفاظ بهذه الوثيقة مع مصدرها أو مع المسؤول عن تطبيقها أو مع المطبق عليهم. تصنيف امن المعلومات: <input checked="" type="checkbox"/> بيانات مفتوحة <input type="checkbox"/> مشارك -خاص <input type="checkbox"/> مشارك -حساس <input type="checkbox"/> مشارك -سري
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قائمة التحقق النهائي

Outpatient Pharmacies

Name of the Facility: _____

Date of Inspection: ____/____/____

Ref.	General Requirements	Yes	No	N/A	Remarks
5.3.1.	Pharmacy is located on the ground floor and may be located on a higher floor if it is within a commercial center or mall.				
5.3.2.	The pharmacy provide adequate space wise for Patient Counselling (counselling area) to enhance patient convenience.				
5.3.3.	The Pharmacy provide a display board on its working hours and the pharmacy shifts' schedules (if applicable).				
5.3.4.	The pharmacy display board matches the pharmacy name as per the DHA and DED license.				
5.3.5.	Pharmacy meet the building standards required by Dubai Municipality or free zone authorities.				
5.3.6.	Consideration given to provide access to "People of Determination".				
5.3.7.	Pharmacy should enforce a strict "No smoking" policy within the pharmacy premises.				
5.3.9.	Pharmacy space requirements depends on the pharmacy categories as follows: a. Community/Retail Pharmacy (minimum 30 m ²). b. Hospital Pharmacy (minimum 30 m ²).				

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	c. Ambulatory care pharmacy (minimum 25 m2).				
5.3.10.	The minimum ceiling height is not less than 2.70 m (8 feet 8 inches).				
14.2.2.	All Drug Storage Areas is fitted with temperature and humidity controls.				
14.2.6.	Storage areas are designed to ensure the following good storage conditions: <ul style="list-style-type: none"> a. Proper cleanliness and hygiene. b. Dryness (relative humidity not more than 60%). c. Temperature within acceptable limits (8-25 degrees Celsius). d. Suitable spaces to permit cleaning and inspection. 				
14.2.7.a	For medications and pharmaceutical products that require be stored at room temperature; the temperature is maintained between 15-25 degrees Celsius.				
14.2.7.f	Vaccines, is stored in a separate refrigerator where temperature control is between 2 and 8 degrees Celsius.				
14.2.9.	A temperature monitoring system may be required to be installed and connected to a centralized alarm/ warning system.				
14.2.10.	A sufficient back-up emergency power supply for the refrigerator is available to ensure protection and safety of medication in the event of an emergency power cut.				
14.2.11.	A digital thermometer is available in the pharmacy, storage area and medication refrigerator to ensure the				

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	validity and stability of the products.				
14.2.12.	Temperature and humidity monitoring charts readings are logged on a separate sheet at least twice daily.				
14.2.13.	The pharmacy cabinets/shelves used to display and store medications appropriately includes the following: <ul style="list-style-type: none"> a. A secured double locked steel cabinet(s) for Narcotic drugs (in hospitals/DSC only). b. A secured lockable steel cabinet(s) for Controlled Drugs. c. Cabinets/shelves for Prescription Only Medication (POM). d. A dedicated and labeled cabinet(s)/area for the storage of expired medications or returned/withdrawn medications 				
18.5.4.	The Person in-charge for each setting is set out below: <ul style="list-style-type: none"> a. Hospital pharmacy: DHA licensed Clinical Pharmacist or Pharmacist. b. Ambulatory pharmacies: DHA licensed Clinical Pharmacist, Pharmacist, or Anesthesiologist. c. Community (only CD and SCD): DHA licensed Clinical Pharmacist or Pharmacist. 				
18.7.4.	The main storage area for Narcotic drugs, Narcotic register books and Narcotic prescription books are stored in a special secured lockable cabinet(s) with the following features :				

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	<p>a. Made of steel with internal hinges.</p> <p>b. Have a double locking system.</p> <p>c. Be securely fixed to the wall or floor.</p> <p>d. Non-duplicable keys.</p> <p>e. Security/alarm system and/or security camera.</p>				
18.7.5.	Narcotic drugs stored outside the pharmacy (in the inpatient units or medication room) should be placed in a double locked steel cabinet inside a secured medication room.				
18.7.7.	The cabinet should be designated by a label and the key(s) must be kept in the custody of the Person in-charge or the authorized Deputy in-charge.				
5.7.1	Taps to Hand Basins in pharmacies should be either elbow-action taps or automatic taps.*				
5.7.2	Antiseptic Hand Rubs should be located so they are readily available for use.*				
5.4.1	First aid kit, Fire services and egress/ exit signs will be installed in accordance with the UAE Fire and Life Safety Code, Dubai Universal Design Code.*				
22.3.4.	Providing and easy access to soap and water or hand sanitizer for staff.				
5.2.1.g.ii	Clear signage to direct people that the facility is operating 24 hrs.				
8.6	Scientific pharmaceutical references are available in the pharmacy either as hard copy or electronic				

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	format, such as but not limited to: BNF, Martindale: The Complete Drug Reference.				
15	MEDICATION DELIVERY				
15.2.2.a	For application of delivering POM via a delivery system the facility should seek the approval of Telepharmacy services and must meet the licensure requirements such as but not limited to electronic platforms, online websites and mobile applications.				
15.2.2.b	For application of delivering OTC medications and general medical products via a delivery system the facility should seek the approval of "Pharmacy Delivery" add on services to the facility.				
15.2.8.	The DHA licensed Pharmacy and pharmacists in charge must take full responsibility for any medication errors or adverse events resulting inappropriate or unsafe delivery of medications through the facility delivery service or/third-party delivery company services.				
15.2.9.	Medication supply with delivery services will encompass a review of the prescription and patient counselling including; provision of information on how to use their medication safely, management of potential side effects, ADR, and when to seek medical attention, if required.				
15.2.10.	Delivery of medication is transported using packaging or devices, which will ensure that they are maintained within appropriate standards pertaining to temperature,				

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	light, humidity and storage as described in the manufacturer's specifications to prevent deterioration.				
15.2.11.	Medications are supplied in their original manufacturer packs and leaflets, and delivered in appropriately sealed delivery containers that conceal the contents and maintain patient confidentiality.				
15.2.12.	Cold chain products are packed in a way to ensure that the required temperature is maintained throughout its transport.				
15.2.13.	The pharmacy is providing special temperature and humidity-controlled containers designed for medication requiring cold chain during transporting e.g. insulated Styrofoam coolers, refrigerant gel packs and storing should be within the recommended temperature range of +2 to +8 degrees Celsius (°C).				
15.2.15.	Soft packaging materials such as cushioning, foam or packing Peanuts may be provided to absorb shocks.				
15.2.16.	Liquid medicines e.g. syrups are required to be delivered to the patient intact and in good condition through leak-proof bag /absorbent material to deliver glass bottles safely.				
15.2.17.	Pharmacist is able to to supply documentary evidence that the pharmaceutical product has not exceeded the acceptable limits temperature and humidity, as determined by the manufacturer's instructions.				

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15.2.18.	The delivery system is conducted in a secured manner, and the delivery of medicines and medical products must comply with patient privacy and confidentiality.				
15.2.22.	The pharmacy may develop a mechanism for contacting patients regarding delays in delivering medication and medical products in addition to communicating any known recalls.				
15.2.23.	A comprehensive audit trail of all deliveries is essential to be recorded in a delivery record book (manual/electronic) including patient information and delivery address and patient counseling logs.				
15.2.24.	A receipt is required on delivery of medicines with the full name of the pharmacist who dispensed the medications and the facility name. The pharmacist will need a mechanism to do this, and emailed acknowledgment of receipt would be reasonable.				
15.2.27.	It is prohibited to deliver Narcotic, CD and SCD medications via a delivery system.				

Clinical Audit Staff	Name	Signature	Date
Team Leader			
Inspection Member			
Inspection Member			
Inspection Member			

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Outpatient Pharmacies

Summary of Findings and Recommendations for the Facility:

Date of Next Visit:

Summary of Findings and Recommendations to DHA Management:

References:

- 1- DHA Pharmacy Guideline 2021.
- 2- *DHA Health Facility Guidelines 2019, Part B – Health Facility Briefing & Design, 370 – Pharmacy Unit.