

# Standard Operating Procedures (SOP) Manual for Supply Chain Management at Health Facility Level

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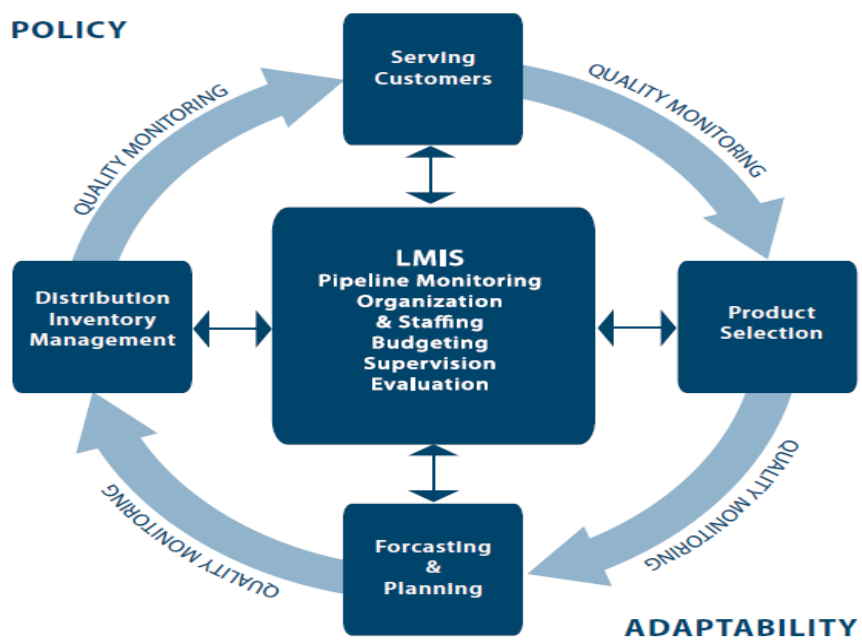
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## Ministry of Health

# Standard Operating Procedures (SOP) Manual for supply chain management at health Facility Level

### *The Logistics Cycle*



**Department of Pharmaceuticals and Natural medicines, Ministry of Health, 2019.**

## Acknowledgement

A **standard operating procedure** (SOP) is a set of systematic instructions compiled by an organization to help workers carry out complex routine **operations**. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with regulations. They also help ease the process of handing over duties from one staff to another.

The Department of Pharmaceuticals and Natural medicines found it necessary to develop SOPs as a way of operationalizing the various manuals and guidelines kindly in use by the department. Special thanks to the following persons who participated in the development of the Manual, in a retreat that took place in Mityana:

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I hope health facilities will find the SOPs useful as they implement their day-to-day activities. Please take note that these are just a few of SOPs that can be used , and health facilities are encouraged to develop as many SOPs as there are supply chain activities in the facility. Special thanks to the Clinton Health Access Initiative (CHAI), for the financial and technical support in the development of this manual.



Neville Oteba Okuna  
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## Standard Operating Procedure for Procurement Planning

### **Objective:**

To describe the correct procedure on how to ascertain quantities of EMHS required for a particular period (usually one year).

### **Responsibility:**

Designated pharmacy staff, the entire MTC, and other co-opted members.

### **Resources**

Updated Uganda Clinical Guidelines (UCG)

Essential Medicines and Health Supplies List of Uganda (EMHSLU)

Updated stock cards with AMC or Updated stock books

Price catalogues or latest invoices/delivery notes

Health facility annual budget allocation

### **Procedure:**

1. Select EMHS required in diagnosis, treatment and care based on facility needs to have a list of required commodities
2. Determine the average monthly need or Average monthly consumption (AMC).
3. Quantify EMHS –determine the required quantities in the next twelve months.
4. Cost the commodities selected by putting prices against the items
5. Adjust and prioritize the quantities of commodities by using VEN concept, Therapeutic category analysis and ABC analysis to fit in the allocated budget.
6. Seek Approval of the financial procurement plan by authorized persons at that level of care before submitting to the respective warehouses.

### **Distribution:**

DHO

Facility in charge

Head HUMC/Hospital Board

## Standard Operating Procedure for Quantifying and Ordering EMHS

### **Objective:**

To describe the correct procedure for preparing and submitting orders for EMHS in order to avoid stock outs

### **Responsibility:**

Preparing and submitting the EMHS order is the responsibility of the Pharmacist in Charge or his/her designated proxy. Orders should be placed routinely according to suppliers' delivery schedule for each level of care

### **Resources:**

- Stock book/stock cards
- Daily activity register/ dispensing log
- Order form

### **Procedure:**

1. Conduct a physical count of each item in the store.
2. Obtain quantity of commodity consumed to establish the average monthly consumption
3. Determine the quantity of commodities to order depending maximum stock level.
4. The person filling the NMS order form should only fill in areas highlighted in yellow as the unshaded areas are protected.
5. Fill in the order form with quantities that you have determined
6. Cost the list of requirements
7. Compare available budget and the costed list
8. Adjust using Vital Essential Necessary(VEN) principle if value of costed list is greater than the available budget
9. fill in the name of the facility, Name of the person filling the form, month for which the report is prepared, authorizing person, sign and date the report.
10. Submit the order by electronic Logistics Management Information System (eLMIS) or physically by hand to the supplier.
11. Retain a copy of your order.

**Distribution:** Main store.

## Standard Operating Procedure for Handling of EMHS Donations

### **Objective:**

To describe procedures for handling donated EMHS.

### **Responsibility:**

The DHO, Pharmacist, Dispenser and facility in Charge.

### **Resources:**

- Packing list
- Goods Delivery Note
- Stock Card

### **Procedures:**

1. Establish the need
2. Determine the quantity required
3. Verify the source of donations
4. Seek approval from the DHO, Hospital Director
5. Verify the batch number, expiry, quality, quantity and accompanying documentations.
6. Receive only items and quantities consistent with consumption and level of care.
7. Enter them in Adjustment column on stock cards
8. File the delivery note
9. Inform the staff of the available donations for them to request.

### **Distribution**

- Stores In Charge
- Health Facility In Charge

# Standard Operating Procedures for Ordering Medical Counter Measures for Public Health Emergencies

## **Objective:**

To describe procedures for making emergency orders for medical supplies, medicines and devices to be used in the event of a public health emergency.

## **Responsibility:**

Ordering for these emergency supplies is the responsibility of the Health facility in charge/ Pharmacy in charge/ District Health Officer/ District Veterinary Officer.

## **Resources:**

Electronic Emergency Logistics Management Information System. (eLMIS)

## **Procedures:**

1. Identify the needed medical counter measures in line with the declared Public health Emergency (PHE).
2. Forecast the needs
3. Make appropriate quantification of the needs using method such as proxy consumption and morbidity methods. Refer to EMHS manual June 2019 page 04.
4. Place the emergency order in the electronic emergency logistics management information system. (EELMIS)
5. Inform the authorizing DHO/DVO and the NTF to authorize the emergency order.

## **Distribution**

- Health Facility In Charge
- District Health Officer
- District Veterinary Health Officer



# Standard Operating Procedure for Receiving EMHS

## **Objective:**

To describe procedures for receiving EMHS from the Distributor

## **Responsibility:**

Pharmacy staff in charge of EMHS Bulk Store or his/her designated proxy.

Pharmacist or proxy in charge of the Dispensing area

Stores officer

## **Resources:**

Drug order form

Distributor invoice/delivery Note

Complaints form

Discrepancy Report Form HMIS 087

Packing list

Goods received Note (GRN)

## **Procedures:**

1. Prepare space and pallets before receiving supplies
2. Inform relevant authority to be present as witnesses
3. Ensure the supplies are for your facility
4. Ensure the essential documents are at hand; copy of your order form, delivery note/invoice, discrepancy report HMIS 087, complaints form
5. Check the quantities supplied against the distributor delivery note/packing list before signing it.  
Inspect for the following:
  - a. Broken, cracked, or leaking bottles or bottles with broken seals
  - b. Broken or crushed tablets
  - c. Manufacturing and Expiry dates
  - d. Items without labels
  - e. Inappropriate storage procedures during transportation of refrigerated items (e.g. items that have arrived at room temperature or are warm)
  - f. Items requested for but not received
  - g. Items listed on the Distributor Delivery Note/packing list that are missing from the consignment
  - h. Items received in the consignment that were not ordered.
6. Check for physical state/appearance; cold chain commodities be received in their appropriate conditions
7. Enter the quantities received and any remarks, then sign the delivery note
8. Record all discrepancies, if any, on the Discrepancy Report Form and inform the supplier
9. Enter the items into the stock cards and let the pharmacist in charge verify.
10. The stock cards are kept with the goods in the store. Each stock card is kept on top of the stock of the corresponding item

## **Distribution**

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Main Stores

## Standard Operating Procedure for Discrepancy Reporting

### **Objective:**

To describe procedures for documenting any discrepancies with the supplied consignment of EMHS

### **Responsibility:**

The Pharmacist in Charge or his/her designated proxy and witnessing staff members.

### **Resources:**

- Discrepancy Report Form
- Copy of order form
- Supply Voucher
- Goods Delivery Note/Invoice
- Packing list.

### **Definition**

Discrepancies may include the following: Damaged products, including; Broken, cracked, or leaking bottles, broken or foul smelling tablets, expired drugs, items without labels, cold chain items that arrive at room temperature, items listed on the invoice/ Delivery Note that are missing from the consignment, Mismatch between quantities on the delivery note/ Invoice and the physical count

### **Procedures:**

- Enter Delivery Note number, Number of boxes/tins/bottles actually received, number of items missing, number of boxes/tins/bottles received with broken seals
- Enter the following for items with discrepancies: Item code, generic drug name, Strength, dosage form, Unit of issue, quantity issued, and quantity received, batch number, expiry date. Number of units of damaged items
- Make remarks describing nature of discrepancy.
- Record the name of the person who delivered and the vehicle registration number
- Have the deliverer sign the report
- Enter your name and sign the report
- Have the report witnessed by a pharmacy staff member, Facility In charge or internal auditor

### **Distribution**

- Main store

## Standard Operating Procedure for Storage of EMHS

### **Objective:**

To describe the correct procedure for storage of EMHS so as to maintain quality and safety of the items

### **Responsibility**

Stores person or the dispenser under the supervision of the Pharmacist.

### **Resources:**

- Human resource
- Adequate storage facility
- Inventory management system i.e. stock cards, stock books, computers for eLMIS
- Thermometers and temperature charts
- Firefighting equipment
- PPE; over coats, gloves, closed shoes etc.

### **Procedure:**

1. Designate secure room or cupboard for storage of EMHS ensure adequate ventilation and lighting and limit access to the store room
2. Storage according to the storage conditions recommended by the manufactures
3. Arrange items in appropriate manner according to therapeutic and alphabetical order then FEFO/FIFO and shelves/ pallets
4. Maintain and update appropriate records, stock cards, stock books, delivery notes with good filing system
5. Separate dispensing area from the main store.
6. Have a designated area for issuing and receiving items
7. Keep fire safety equipment available, accessible and functional
8. Ensure personal safety in the store
9. Identify and have designated area for storing expired/spoiled items
10. Record the expired/spoiled items in HMIS 088 report to DHO on monthly basis
11. Have designated cupboard for class A drugs.
12. Clean store daily
13. Conduct monthly physical counts of the items

### **Distribution**

Main store

# Standard Operating Procedure for Vaccines, Diluents and Oxytocin storage

**Objective:**

To guide on the storage of vaccines, diluents and oxytocin within the 2-8 degrees centigrade temperature range.

**Purpose:**

To maintain the potency of the vaccines and oxytocin.

**Responsibility**

- The “in charge” vaccine stores.
- Cold chain technician.
- The assistant DHO-MCH
- Public Health Nurses/ Nurses
- Nursing assistants
- Midwives

**Resources/Materials:**

1. Updated stock cards/Vaccine control book
2. Stock book
3. Temperature log
4. Refrigerator/freezer
5. Thermometer
6. Vaccine Vial Monitors
7. Vaccine carrier

**Procedures:**

1. Receive the vaccines and oxytocin in cold boxes, vaccine carrier and or refrigerated vehicle
2. Store all vaccines in baskets using Ice Lined Refrigerators (ILRs)
3. Place vaccines that can be damaged by freezing in the bottom baskets (BCG, OPV, Measles, MR, yellow fever)
4. Place vaccines that should not be frozen in the upper baskets ( HepB, HPV, IPV, Men A, PCV, Penta, Rotavirus, Td/TT)
5. Restrict opening the ILR since some vaccines are sensitive to light such as BCG, Measles, MR
6. Place the returned unused vials in a rack distinguished from the other vaccines
7. Store the vaccines, diluents and oxytocin according to the principles of FEFO ( First Expiry, First out)

8. Monitor and record vaccine refrigerator temperatures twice a day (morning and late afternoon) including weekends and public holidays on the daily temperature-monitoring chart. The temperature should be in the range of +2-8 degrees centigrade.
9. Use cool packs in cold boxes and or vaccine carriers during distribution of vaccines e.g. outreaches.
10. Use stock control tool for stock management
11. Regularly do the shake test for all freeze sensitive vaccines except IPV to test for damage by freezing
12. Regularly read the Vaccine Vial Monitor (VVM) and check the status of the vaccines in storage. Store only vaccines in stage 1 and 2, discard vaccines in stages 3&4.
13. Remove damaged and expired vaccines from the ILR, keep safely away for destruction, and make the necessary adjustments in the stock control books.
14. Make provisions for all time power supply by making contingency plans such as standby by generator or solar options.
15. Post the emergency contact details of the personnel and maintenance technicians at convenient place where it can be read outside working hours.

### **Distribution of the SOP**

- Health Facility In Charge
- MCH Unit

## Standard Operating Procedure for Receiving, Storing and Recording for Oxytocin Kept in the Refrigerator

Step No.	Instruction	Responsible
<b><i>Receipt</i></b>		
1.	Confirm the quantity, record the temperature at the time of delivery and sign the delivery or packing list.	
2.	Record the quantity and the status of the stock received on the stock card.	
<b><i>Storage:</i></b>		
3.	Transfer the oxytocin package to a clearly labeled “oxytocin” designated compartment/container in the vaccines fridge.	
4.	Place the container in the <b>freezing/ambient</b> of the area of the fridge.	
5.	Monitor refrigerator temperature daily including weekends and public holidays, morning and evening and update the provided temperature-monitoring chart.	
<b><i>Issue:</i></b>		
6.	Determine the quantity of oxytocin to request from the health facility refrigerator. This should be based on the average daily consumption as well as the stock balance in the vaccine carrier kept on the maternity ward.	<i>Midwife on duty</i>
7.	Fill out a Requisition & Issue Voucher to request for the oxytocin required and have it approved by the maternity ward in-charge prior to submission to the focal person responsible for the refrigerator.	<i>Midwife on duty</i>
8.	Receive a duly authorized Requisition & Issue Voucher from maternity ward against which to issue oxytocin from the fridge.	<i>Immunization Focal Person</i>
9.	Check that the quantity of oxytocin requested is available in the refrigerator, count out the quantity to issue.	<i>Immunization Focal Person</i>
10.	Read carefully on each vial to ensure it is the right product and usable expiry date before issuing to maternity ward.	<i>Immunization Focal Person</i>
11.	Record immediately on the stock card all oxytocin transactions. Record quantity issued on the Requisition & Issue Voucher, and tear off the white copy and keep it in a file.	<i>Immunization Focal Person</i>
12.	Place oxytocin into a vaccine carrier. Check and replace the ice-packs if required. Handover to the midwife to return it to the maternity ward	<i>Midwife on duty</i>

***Note:***

- i. Health facilities with alternative cold chain should not store oxytocin in the vaccines refrigerators.***
- ii. All transactions in the refrigerators must be conducted by a qualified health worker***

## Standard Operating Procedure for storing, ordering and recording oxytocin on the Maternity Ward

	<b>Instruction</b>	<b>Responsible</b>
1	Determine the quantity of oxytocin to request from the health facility refrigerator. This should be based on the average daily consumption as well as the stock balance in the vaccine carrier kept on the maternity ward. In addition, check whether the ice-packs need replacement.	<i>Midwife on duty</i>
2	Fill out a Requisition & Issue Voucher to request for the oxytocin required and have it approved by the maternity ward in-charge prior to submission to the focal person responsible for the refrigerator.	<i>Midwife on duty</i>
3	Carry the vaccine carrier from the Maternity Ward to collect and transport the oxytocin from the refrigerator.	<i>Midwife on duty</i>
4	Receive the quantities requested for and place them in the vaccine carrier with the conditioned icepacks. Immunization focal person will tear off the white copy and	<i>Midwife on duty</i>
5	Record quantity issued on the Requisition & Issue Voucher, and tear off the white copy and keep it in a file. Return the Requisition & Issue Voucher to the midwife.	<i>Immunization Focal Person</i>
6	Return with the Vaccine Carrier and its contents to the Maternity Ward. Update the <b>Maternity cold storage form for oxytocin</b> .	<i>Midwife on duty</i>
6	Document every ampoule dispensed during the course of the shift (standardize to use an existing HMIS tool) <i>*Always ensure that the vaccine carrier is properly closed after picking the ampoule to dispense*</i>	<i>Midwife on duty</i>
7	Crosscheck the available stock in the vaccine carrier to see whether it is adequate for the evening & night shift before the EPI focal person leaves. In addition, check if the ice-packs need changing.	<i>Midwife on duty</i>
6	During handover, include the quantities dispensed and the balance at hand in the handover report.	<b>Midwife Handing Over from Shift</b>
7	In the event, that there is adequate quantity of oxytocin from the previous shift, change the ice-packs immediately.	<i>Midwife on duty</i>

**Note:**

*Foodstuffs (Soda, water, fruits, food, etc.) MUST not be stored in the vaccine carrier alongside cold chain health commodities.*

## Standard Operating Procedure – Handling Expired stock

### Objective:

- To ensure that expired items are well handled at the facility

### Scope:

- Proper documentation in stock cards and Rx Solution to facilitate identification of expired items.
- Monthly physical counts should be done to identify items that have expired on shelves

### Responsibility:

- Pharmacist
- Dispenser
- Unit in charges
- Stores in-charge

### Procedure:

1. Capture all items from the stock book.
2. Remove any expired items from the shelves.
3. Update the stock card and indicate expired items under losses/adjustments.
4. Store expired items in a designated area in the store separate from usable items. Cold chain items that have expired should not be kept in the refrigerator
5. Update the expired/spoilt items register
6. Document expired items /spoilt in the stores Form14.
7. Inform the Administration/ supervisor immediately.

### LMIS tools used:

- Stock cards / stock book
- Requisition and issue Voucher
- Receiving logbook
- HMIS 088 expired/spoilt items register.
- Form 14(for expired items)



# Standard Operating Procedure for Handling Expired and Unsuitable Blood Units

## **Objective:**

To describe the procedure for discard of expired, Clotted, Leaking, and incompatible and hemolysed blood units at health facility.

## **Responsibility:**

Documentation and recording of all expired and unsuitable blood units is the responsibility of the laboratory in charge, Blood transfusion staff at the laboratory, Clinician, Ward In charge and the administering Staff at ward.

## **Resources:**

- Discard forms
- Autoclave
- Packaging materials
- Transport

## **Procedure:**

1. Check for clots, hemolysis, leakage, incompatibility and expiry details on the blood unit
2. Record the unit on the discard form
3. Package the units in biohazard bags
4. Put in the cool box and transport them back to the regional center for disposal
5. Hand them over to the RBB and sign

## **Distribution**

- Health Facility In Charge
- Laboratory In Charge

## JOB AID: Completing the Stock Card

This job aid will guide you through the process of completing the Stock Card. The Stock Cards are kept in the facility’s store, district stores and at the central warehouse.

The Stock Cards track the quantity of medicines in the stores. Each time there is a change to a drug’s quantity in the stores, it must be recorded on the appropriate stock card. There should be a stock card for each commodity that is consumed at the facility. This includes ARV medicines, medicines for opportunistic infections and other medical supplies. The information tracked on the stock cards will facilitate the management of inventory at the facility.

<b>Task:</b>	Completing the Stock Card
<b>Completed by:</b>	Storekeeper, Dispenser or Pharmacist
<b>Purpose:</b>	To maintain a continuous record of ARV medicines in the stores area. To record results of a physical count
<b>When to perform:</b>	Each time you receive or issue ARV medicines To record a loss or adjustment When you conduct a physical count
<b>Materials needed:</b>	Stock Card, calculator and pen.

Steps	Actions	Notes
1	<p><b>Select the appropriate action:</b></p> <p style="text-align: center;"><b>IF</b></p>	THEN
	Starting a new Stock Card	Complete the header information for the new stock card. Continue with step #2.
	<b>Recording a transaction</b>	Complete the information related to the transaction. Skip to step #10.
<p style="color: #0070c0;">A. NEW STOCK CARD</p> <p><b>NOTE:</b> One item per stock card</p>		
2	<b>Facility name:</b> Write in the name of the facility	Example: Walukuba HCIV
3	<b>HSD:</b> Write in the name of the Health Sub-District where the facility is located.	Example: Walukuba HCIV

Steps	Actions	Notes
4	<b>District:</b> Write in the name of the district in which the facility is located	Example: Walukuba HCIV
5	<b>Item Description:</b> Write in the generic name, dosage form and strength of the drug. Indicate whether this is a single dose drug or a fixed dose combination.	<p><b>Example: Zidovudine tablets 300mg- single dose drug.</b></p> <p>Stavudine 30mg/Lamuvudine/Nevirapine (d4T/ 3TC/NVP 30/150/200mg) tablets - fixed dose combination</p> <p>ARV medicines with different strengths and dosage forms should have different stock cards.</p> <p>Example: Stavudine 30mg and Stavudine 40mg should have different stock cards. Also Lamuvudine 150 mg tablets should have a different stock card from Lamuvudine oral syrup.</p>
6	<b>Item Code:</b> Write in the official identification for the product given by the facility.	This is optional, leave blank if the identification is not known.
7	<b>Unit of issue:</b> Write in the individual basic dispensing unit for the drug.	This is the smallest unit that can be dispensed: capsule, tablet, or mls.
8	<b>Expiry Date(s):</b> List the expiry dates for the various medicines received. However, expiry dates should also be entered in the remarks/initials column on the same row as the entry indicating quantities of medicines received	<p>Example: June 2007</p> <p>Indicating expiry dates on the header rows of the stock card gives the store keeper the opportunity for a quick glance to see which medicines will be expiring when. Once quantities of medicines with a given expiry date have been used up, the storekeeper should draw a line through the expiry date.</p>
9	<b>Maximum Stock level:</b> Write in the highest amount of stock that should be held by your facility as expressed in months of stock.	The maximum stock level for the MOH has been set by the central level; it is four months of stock.
10	<b>Minimum Stock level:</b> Write in the lowest amount of stock that should be held by your facility as expressed in months of stock.	The minimum stock level for MOH has been set by the central level; it is two months of stock.

## B. RECORDING TRANSACTIONS

NOTE: One transaction is recorded per row

11	<b>Select Stock Card: Select the Stock Card that matches the drug for the transaction you want to record.</b>	Each Stock Card tracks one type of drug
12	<b>Date:</b> Write in the date of the transaction.	
13	<b>Voucher Number:</b> Write in the voucher number if a voucher is used.	<p>If the transaction does not require a voucher, leave this space blank. For example:</p> <ul style="list-style-type: none"> <li>➤ If the transaction is a receipt or issue of supplies, a transaction record will be needed. This record's number should be recorded in the space.</li> <li>➤ If the transaction is a loss/adjustment or a physical count there will not be a transaction record and the space remains blank.</li> </ul>
14	<b>Received from/ Issued to:</b> Write in the location of where the product is coming from or is being sent.	<p>Example: Joint Medical Stores (JMS)</p> <p>If the transaction is a Physical Count, see Job Aid, "Conducting a Physical Count," for further instructions.</p>
15	<b>Quantity Received:</b> Write in the quantity of the drug that is received.	<p>Record in basic units of issue, e.g. tablets, capsules, mls.</p> <p>If the product was not received, leave the space blank.</p>
16	<b>Quantity Issued:</b> Write in the quantity of drug that is being issued.	<p>Record in basic units of issue, e.g. tablets, capsules, mls.</p> <p>If the product was not issued, leave the space blank.</p>

16	<b>Losses/Adjustments:</b>	<p><b>Adjustments</b> are quantities of a product received, from any source other than JMS, or issued to anyone other than your program's patients (e.g. You received 100 tablets from a local NGO, which would be a + 100 adjustment <b>or</b> you loaned 100 tablets to another facility or the parallel MOH program at your facility, which would be a -100 adjustment).</p> <p><b>Losses</b> are quantities removed from your stock for reasons such as: expiry, loss, or damages. It is recorded as (-) negative number.</p> <p><b>Always</b> indicate if the number is positive (+) or negative (-).</p>
17	<p><b>Stock Balance:</b> Calculate the stock balance.</p> <p>A) If medicines were received, add the quantity received to the previous stock balance.</p> <p>B) If medicines were issued, subtract the quantity issued from the previous stock balance.</p> <p>C) If medicines were lost or adjusted, add or subtract the quantity from the previous stock balance.</p>	
18	<b>Initials:</b> The person filling the stock card initials in this column.	<p><b>Additional comments</b> about the transaction may be added in this column. This includes:</p> <ol style="list-style-type: none"> <li>1. Expiry date of the medicines received.</li> <li>2. Batch number of the medicines received</li> <li>3. Reasons for the loss, e.g. expiry, lost, or damaged</li> <li>4. Reasons for the adjustment, e.g., borrowed from another facility, donation from NGO, loaned out to another facility or a parallel MOH ART Program within the same facility.</li> </ol>

19	<b>Select the appropriate action:</b>	
	<b>IF</b>	<b>THEN</b>
	Need to record another drug.	Return to step #10
	Need to start a new stock card.	Return to step # 2
<b>The task is complete when:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> When all stock card header items are filled in.</li> <li><input type="checkbox"/> When the date received from/issued to is complete and the voucher number is complete (if applicable).</li> <li><input type="checkbox"/> When Quantity received or Quantity issued column is complete.</li> <li><input type="checkbox"/> When the stock balance on hand has been calculated and recorded.</li> <li><input type="checkbox"/> When the individual recording the transaction writes in his/her initials and any additional comments.</li> </ul>		

## Standard Operating Procedure for filling a Stock book

### **Objective:**

To outline procedures for summarizing monthly stock transactions in store.

### **Purpose:**

To ease the ordering process and check arithmetic accuracy.

### **Responsibility**

- The “in charge” stores
- The Pharmacist/Supervisor
- Facility Administration

### **Resources:**

- Updated stock cards
- Stock book

### **Procedures:**

1. Enter the facility name on the cover page.
2. List all the items in the store on the first page of the stock book.
3. Assign each item a page in the stock book.
4. For each item, fill in the description, pack size and item code on the top of the stock book page.
5. Fill in the date of entry, which should be the last date of the month, then the previous physical count.
6. Fill in the total quantity of this item received during that month as totaled from the stock card receipts.
7. Fill in the total quantity of this item issued during this month as totaled from the stock card issues.
8. Fill in the recorded days out of stock in this month if applicable.
9. Fill in the total losses and adjustments during the month that’s being reviewed if applicable.
10. Fill in the balance on hand as realized from the end of month physical count.
11. Calculate the adjusted monthly consumption (aMC) and the average monthly consumption (AMC) and fill in the appropriate columns. Refer to EMHS management manual 2019 .
12. Calculate and fill the maximum stock required of this item, note that EMHS have maximum stock of 4 \*AMC, ART items, 4\*AMC, laboratory 4\*AMC, Vaccines 2\*AMC, Medical Counter Measures 6\*AMC.
13. Calculate and fill in the quantity to order. Quantity to order = Maximum stock- stock on hand
14. Fill in any remarks and your initials
15. Fill these details on a monthly basis.

**Distribution:** Main Store

## Standard Operating Procedure For intra-facility requisition and issuing of EMHS

**Objective:**

To keep a track record of commodities requested and issued from the store.

**Responsibility:**

The departmental in charge

**Resources:**

- Requisition and issue voucher

**Procedures:**

**A - Requisition**

1. Conduct a physical count to ascertain the stock balances
2. Determine the quantities to order based on need/ consumption and stock on hand
3. Fill the requisition and issue voucher
4. Get approval of the requisition from the Pharmacist, dispenser/ facility in charge
5. Submit approved voucher to the store for supplies

**B – Issuing and receiving**

6. Check the requisitioned items/quantities
7. Adjust the quantities to issue based on available stock
8. Cross check the issued commodities for quantity, batch number and expiry
9. Indicate zero to items as not issued
10. The Receiver and issuer sign the requisition/ issue voucher
11. Update the stock card
12. File copies of completed voucher in the store and user department

**Distribution SOP to:-**

- Facility In charge
- User unit
- Store



# Standard Operating Procedure for Dispensing Medicines

## **Objective:**

To describe the procedure for good medicine dispensing practices.

## **Responsibility:**

Pharmacy staff in charge or his/her designated proxy.

## **Resources:**

- Dispensing log
- Dispensing equipment (Dispensing tray, Spatula)
- Packaging materials
- Reference materials
- Clock/timer

## **Procedures:**

1. Organize and clean the dispensing area.
2. Receive and validate the prescription
3. Understand and interpret the prescription
4. Label the packaging material
5. Pack items prescribed
6. Countercheck the prescription
7. Record the items in the dispensing log
8. Issue the medicines to the patient or patient attendant with clear instruction and advice.
9. Check if the Patient/ attendant has understood.

## **Distribution SOP to:-**

Facility In charge

User unit

Dispensary

# Standard Operating Procedure for Redistribution of Blood and Blood Products.

## **Purpose:**

To provide a guideline on redistribution of blood and blood products with in facilities.

## **Materials:**

- Well signed Request and issue voucher
- Cool box and Ice packs
- Transport

## **Responsibility:**

Facility In charge

## **Procedure**

1. Assess the need for blood
2. Confirm availability
3. Fill the blood request form
4. Get the Cool box and ice packs
5. Get transport for blood/ blood products

## **Standard Operating Procedure (SOP) – Redistribution of Essential Medicines and Health Supplies (EMHS).**

### **Objectives:**

- To redistribute EMHS according to the MOH Redistribution guidelines
- To ensure optimal usage of the available resources
- To avoid facilities hoarding of items.
- To reduce expiries of items at facilities.
- To avoid stock outs

### **Scope:**

Proper use of redistribution guidelines to facilitate movement of items from one facility/district to another.

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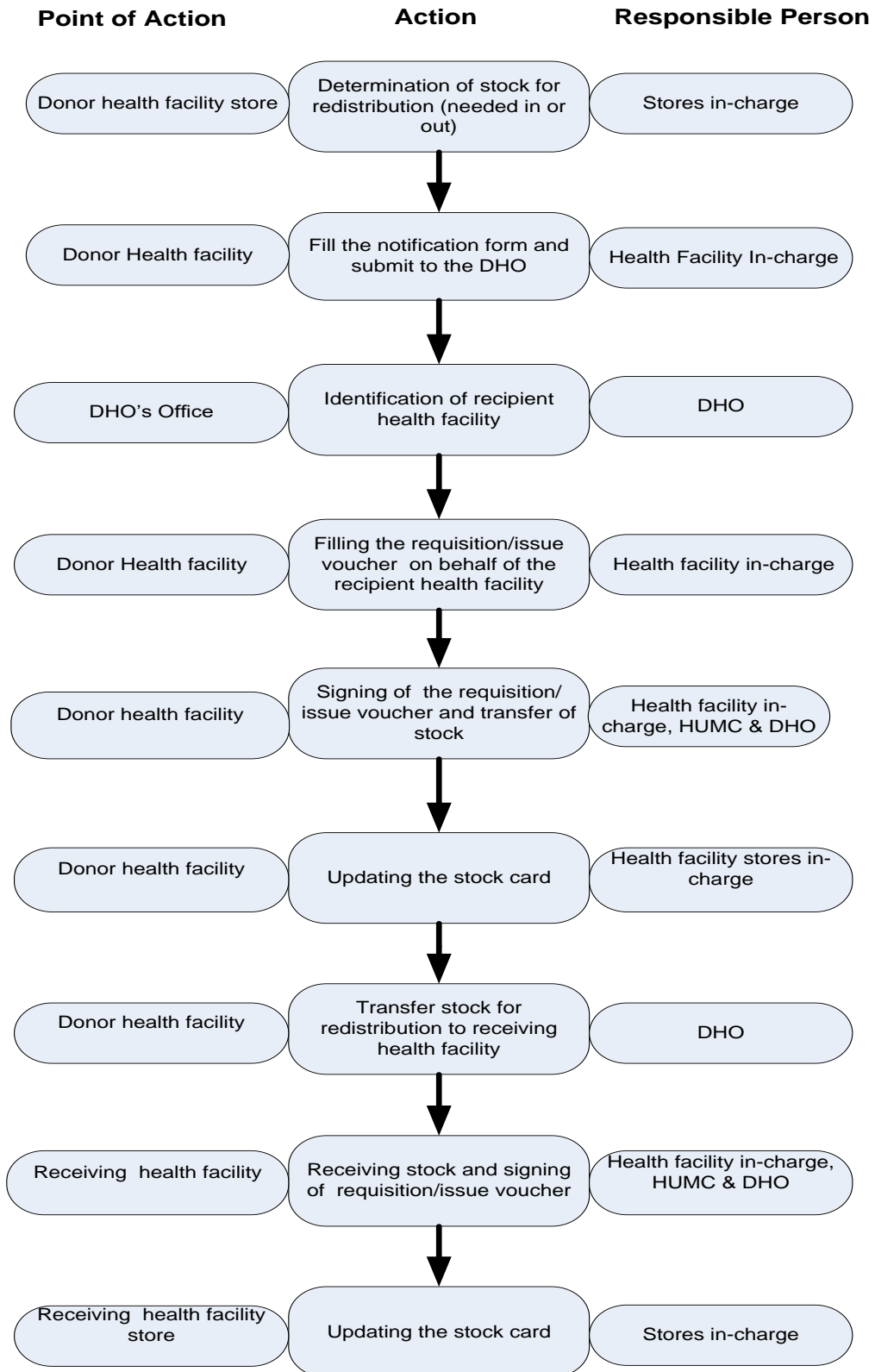
### **Key offices/Officers involved:**

- MOH-PD
- DHO/CAO
- Implementing Partner (IP)
- Pharmacist
- Dispenser
- Unit in charge
- Stores in-charge
- Member of Health Unit Management Committee (HUMC)

### **Resources:**

- Stock cards
- Requisition and issue Voucher
- EMHS Redistribution form

## Redistribution - Commodities and documents flow



## Standard Operating Procedure – Reverse logistics of EMHS

### Objectives:

- To ensure that items are returned to the warehouse of origin ( EMHS Management Manual, 2019)
- To ensure optimal usage of the available resources
- To avoid facilities hoarding of items.
- To reduce expiries of items at facilities.
- To avoid stock outs

**Scope:** The SOP provides guidance to all institutions involved in storage, transportation and distribution of EMHS

**Purpose:** Reverse Logistics is intended to prevent wastage of usable EMHS.

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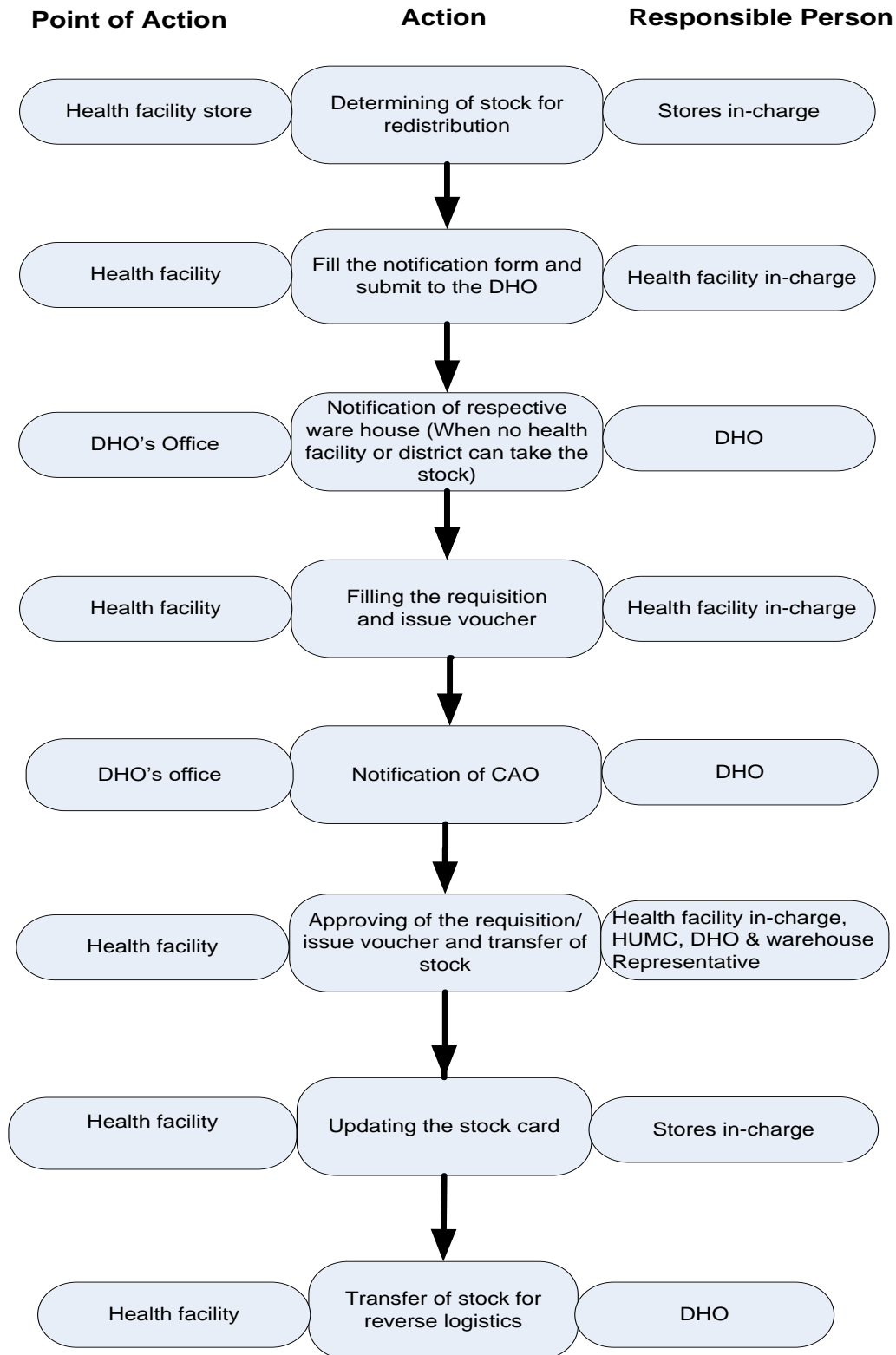
### Key offices/Officers involved:

- DHO/CAO
- IP
- Warehouse and distributors
- Pharmacist
- Dispenser
- Unit in charge
- Stores in-charge

### LMIS tools used:

- Stock cards
- Requisition and issue Voucher
- Receiving logbook
- Reverse logistics form\*\*\*

## Reverse Logistics – Commodities and documents flow



# Standard Operating Procedure for Storage of Medicines at Home by Village Health Teams (VHTs).

## Objective:

To ensure that the quality of medicines for use at home is maintained and ensure the security of the supplies.

## Responsibility

The community health worker (VHT)

## Resources:

- Medicine box
- Lockable house cupboard
- Designated waste bag

## Procedures:

1. Keep the medicine box raised off the floor.
2. Keep all medicines and health supplies inside the box.
3. Keep the medicine box in a cool dry place away from sunlight and wet or leaking areas.
4. Lock the medicine box and keep it away from children and visitors.
5. Arrange the EMHS items in compartments inside the medicine box.
6. Conduct a physical count every month and update the consumption log for any expired or damaged products.
7. Remove the damaged or expired items and keep safely out of reach of children and visitors. Place these items in a designated waste bag and deliver to the health facility.
8. Keep the medicine box clean, free from pests, food and dust.

## Distribution

- VHT Focal Points in Health Facilities
- VHTs

# Recording and Reporting use of EMHS in the Community

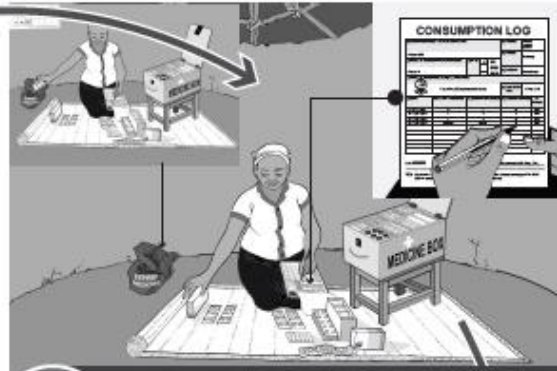
Card  
1

## CYCLE FOR RECORDING AND REPORTING USE OF MEDICINES AND SUPPLIES IN THE COMMUNITY



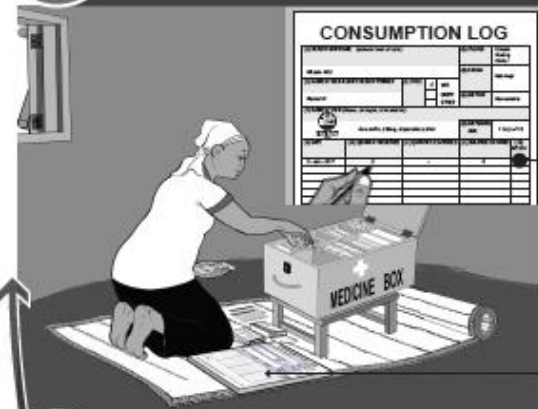
1

At the end of every month, prepare the space for you to do the monthly physical count of your medicines and supplies.



2

Sort the items, and separate the expired or damaged ones. Count each item and immediately record the quantity in the Balance on Hand column of the Consumption Log.



6

On reaching home, sort and store items received in the Medicine Box. Update the Consumption Log for the items received.



3

When returning for supervision at the health facility, carry your Consumption Log, Medicine Box or Bag, any expired or damaged items, and three-quarters full Safety Box.



5

The health worker will determine the quantity to supply you. Count the items and confirm quantities received, and sign for them in the Product Issue Log.



4

At the Health Facility, present your Consumption Log, Medicine Box or Bag, any expired or damaged items and three-quarters full Safety Box.



# Standard Operating Procedure for Storage of Medicines at Home by Village Health Teams (VHTs).

**Card 2**

## HOW TO PROPERLY STORE YOUR MEDICINES AT HOME

- 1** Keep the Medicine Box raised off the floor. Keep all medicines and supplies inside the Medicine Box.


- 2** Keep the Medicine Box in a cool, dry place away from sunlight and wet or leaking areas.


- 3** Medicine Box should be locked and kept away from children and visitors.


- 4** Maintain a clean organised Medicine Box. Arrange items in compartments.


- 5** Conduct a physical count every month. Update the Consumption Log for any expired or damaged products.


- 6** Place damaged or expired items in a bio-hazard bag and keep it safely out of reach of children and visitors.


- 7** Keep the Medicine Box free of pests, dust and food items.


- 8** Do not cook near the Medicine Box.


- 9** Do not mix medicines and supplies with any other products kept at home.



## Dispensing EMHS in the communities

Card  
3

### PROCEDURE FOR DISPENSING MEDICINES AND SUPPLIES IN THE COMMUNITY



1

Ask the caregiver what the problem is. Assess the patient according to the guidelines.



2

Counsel caregiver about the problem and determine the medicine required according to the guidelines.

CONSUMPTION LOG					
NAME OF PATIENT (Please print name)			HEALTH CENTER		
NAME OF CLINICALLY TRAINED PERSONNEL			DATE		
Patient's Name			DATE	TIME	AMOUNT
NAME OF THE CLINIC, VILLAGE, DISTRICT			TOTAL		
AMOXICILLIN 250mg/Dispersible Tablet			7 Strip of 10		
DATE	AMOUNT DISPENSED	AMOUNT AVAILABLE	AMOUNT AVAILABLE	AMOUNT AVAILABLE	AMOUNT AVAILABLE
2-Jan-2017	0	-	0	0	0
14-Jan-2017	-	-	7	7	0

6

Thank the caregiver and immediately record quantity dispensed in the Consumption Log.



3

Wash hands, pick the required medicines according to the guidelines and check that it is not expired.



5

Caregiver gives the first dose and then you give the caregiver clear instructions on how to give the child the next doses.



4

Count the required quantity, put it in the appropriate envelope and label it.

# Procedure for Dispensing Family Planning Medicines in the Community

Card  
4

## PROCEDURE FOR DISPENSING FAMILY PLANNING MEDICINES



1

Receive the client and counsel her on the different family planning methods available.



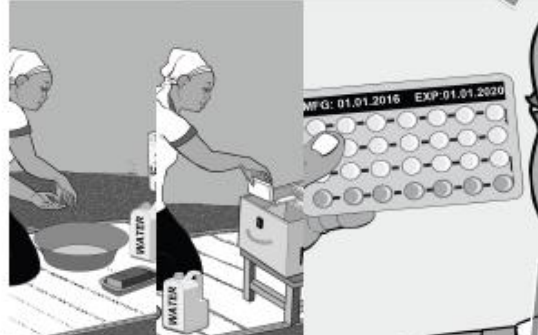
2

Assess the client based on the checklist and inform her if the method she has chosen is appropriate for her. Demonstrate the method the client has chosen.

CONSUMPTION LOG					
(1) HEALTH UNIT NAME (Write in level of care)			(4) VILLAGE		
Kibaha HCC			Kibaha Training Center		
(2) NAME OF INDIVIDUAL FROM HOUSEHOLD		(3) TITLE	(5) FEMALE	(6) KNOWLEDGE	
Rachid M		Wife	CHEN	Intermediate	
(7) NAME OF FIRM (Name, strength, Formulation)					
Combined Oral Pill					
(8) DISPENSING UNIT			(9) CYCLE		
1			1 Cycle		
(10) DATE	(11) QUANTITY RECEIVED	(12) QUANTITY SUPPLIED	(13) BALANCE ON HAND	(14) REMARKS	
10-Mar-2017	8	-	8	P.M	
14-Apr-2017	-	7	7	P.M	

6

Immediately record quantity dispensed in the Consumption Log.



3

If you have the chosen family planning method, wash hands, pick the item and then check that it is not expired.



5

Wash hands after giving the method, and refer to the guidelines to give clear instructions on when to return for the next dose.



4

Give the client the appropriate method. If she is going away with the product, advise her how to correctly use it.

# How to Fill the Consumption Log- 1

Card  
5

## HOW TO FILL THE CONSUMPTION LOG

### Step 1

The Health Worker will guide you to record: (1) the Health Unit Name; (2) Name of Community Health Worker; (3) Title; (4) Village; (5) Parish and (6) District.



CONSUMPTION LOG				
(1) HEALTH UNIT NAME (include level of care) Kibale HC2			(4) VILLAGE Kibale Trading Center	
(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(3) TITLE VHT	(5) PARISH Nabucigi	
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets			(6) DISTRICT Namutumba	
			(8) DISPENSING UNIT	
(9) DATE	(10) QUANTITY RECEIVED	(11) QUANTITY DISPENSED	(12) BALANCE ON HAND	(13) INITIALS

### Step 2

You will fill in: (7) Name of Item, strength and formulation; and (8) Dispensing Unit. Refer to the Guide for Dispensing Units at the back page of the Consumption Log.



(1) HEALTH UNIT NAME (include level of care) Kibale HC2			(4) VILLAGE Kibale Trading Center	
(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(3) TITLE VHT	(5) PARISH Nabucigi	
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets			(6) DISTRICT Namutumba	
			(8) DISPENSING UNIT 1 Strip of 10	
(9) DATE	(10) QUANTITY RECEIVED	(11) QUANTITY DISPENSED	(12) BALANCE ON HAND	(13) INITIALS

### Step 3

When RECEIVING medicines, record: (9) Date; (10) Quantity Received; (12) Balance on Hand and (13) Initials. Update the Balance on Hand column before dispensing any medicines. Each line is used for only one type of activity e.g. receiving, dispensing, physical count, recording expired or damaged items.



(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(3) TITLE VHT	(4) VILLAGE Kibale Trading Center	
		CHIEF	(5) PARISH Nabucigi	
		OTHER	(6) DISTRICT Namutumba	
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets			(8) DISPENSING UNIT 1 Strip of 10	
(9) DATE 6-Jan-2017	(10) QUANTITY RECEIVED 0	(11) QUANTITY DISPENSED -	(12) BALANCE ON HAND 0	(13) INITIALS R.N



## How to Fill the Consumption Log- 2

Card  
5

### HOW TO FILL THE CONSUMPTION LOG

#### Step 4

When DISPENSING medicines, record: (9) Date; (11) Quantity Dispensed; and (12) Balance on Hand and (13) Initials. Each line is used for only one type of activity e.g. receiving, dispensing, physical count, recording expired or damaged items.



(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(8) TITLE VHT	<input checked="" type="checkbox"/>	VHT	(6) DISTRICT Namutumba
			<input type="checkbox"/>	CHEW	
			<input type="checkbox"/>	OTHER	
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets					(8) DISPENSING UNIT 1 Strip of 10
(9) DATE	(10) QUANTITY RECEIVED	(11) QUANTITY DISPENSED	(12) BALANCE ON HAND	(13) INITIALS	
6 - Jan - 2017	0	-	0	R.N	
14 - Jan - 2017	-	1	7	R.N	

#### Step 5

At the end of every month, conduct a physical count of each item in stock. Check the expiry date and remove expired or damaged items from the Medicine Box. Record physical count and expired or damaged items on the Consumption Log.



8 - Jan - 2017	0	-	0	R.N
14 - Jan - 2017	-	1	7	R.N
21 - Jan - 2017	-	1	6	R.N
31 - Jan - 2017	physical	count	6	R.N
1 - Feb - 2017	-	-	6	R.N
6 - Feb - 2017	-	1	5	R.N
11 - Feb - 2017	-	1	4	R.N
17 - Feb - 2017	-	-	3	R.N
20 - Feb - 2017	expired	2	1	R.N
20 - Feb - 2017	physical	count	1	R.N

(14) COMMENT 2 Strips of 10 of Amoxicillin, 250mg, dispersible tablets expired on 20 - Feb - 2017

Note: Count all the stock available at the end of each month. Record in the Consumption Log as "PHYSICAL COUNT" and enter the quantity in the column for Balance on Hand (12)

#### Step 6

When the page is full, neatly draw two lines across the page, and transfer the Balance on Hand figure to a new page.

(1) HEALTH CARE NAME (include level of care) Abaka HCC		(3) HEALTH WORKER NAME (include level of care) Rachel N	(4) TITLE VHT	(5) DISTRICT Namutumba
(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(6) TITLE VHT	<input checked="" type="checkbox"/>	VHT
			<input type="checkbox"/>	CHEW
			<input type="checkbox"/>	OTHER
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets				
(8) DISPENSING UNIT 1 Strip of 10				
(9) DATE	(10) QUANTITY RECEIVED	(11) QUANTITY DISPENSED	(12) BALANCE ON HAND	(13) INITIALS
6 - Jan - 2017	0	-	0	R.N
14 - Jan - 2017	-	1	7	R.N
21 - Jan - 2017	-	1	6	R.N
31 - Jan - 2017	physical	count	6	R.N
1 - Feb - 2017	-	-	6	R.N
6 - Feb - 2017	-	1	5	R.N
11 - Feb - 2017	-	1	4	R.N
17 - Feb - 2017	-	-	3	R.N
20 - Feb - 2017	expired	2	1	R.N
20 - Feb - 2017	physical	count	1	R.N

(14) COMMENT 2 Strips of 10 of Amoxicillin, 250mg, dispersible tablets expired on 20 - Feb - 2017

Note: Count all the stock available at the end of each month. Record in the Consumption Log as "PHYSICAL COUNT" and enter the quantity in the column for Balance on Hand (12)

(1) HEALTH CARE NAME (include level of care) Abaka HCC		(3) HEALTH WORKER NAME (include level of care) Rachel N	(4) TITLE VHT	(5) DISTRICT Namutumba
(2) NAME OF COMMUNITY HEALTH WORKER Rachel N		(6) TITLE VHT	<input checked="" type="checkbox"/>	VHT
			<input type="checkbox"/>	CHEW
			<input type="checkbox"/>	OTHER
(7) NAME OF ITEM (Name, strength, formulation) Amoxicillin, 250mg, dispersible tablets				
(8) DISPENSING UNIT 1 Strip of 10				
(9) DATE	(10) QUANTITY RECEIVED	(11) QUANTITY DISPENSED	(12) BALANCE ON HAND	(13) INITIALS
6 - Jan - 2017	0	-	0	R.N

(14) COMMENT 1 Strip of 10 of Amoxicillin, 250mg, dispersible tablets expired on 20 - Feb - 2017

# Standard Operating Procedure for Using the ‘Magic Calculator’

## Objective:

To ensure that that VHT commodity are resupplied based on the consumption rates and stock at hand

## Responsibility

- The community health worker (VHT) Focal Point at the facility

## DESCRIPTION OF COLUMNS

1 On the Y-axis labelled “QUANTITY DISPENSED”, Find the Quantity Dispensed value. For example, if the Consumption Log shows that 5 malaria tests (mRDT) were used, the Quantity Dispensed value is 5

2 On the X-axis labelled “BALANCE ON HAND”

Using the Magic Calculator, find the Balance On Hand value For example, if the Consumption Log shows 3 malaria tests (mRDT) as Balance On Hand, the Balance On Hand value is 3.

## Procedure:

1. Find where the Quantity Dispensed value and the Balance on Hand meet. This is the quantity to supply. In the above example, Quantity Dispensed value 5 and Balance On Hand value of 3 meet at “5”. The quantity to supply is therefore 5 malaria tests (mRDT)
2. Record this quantity to supply in the corresponding column on the “Dispensed, Stock Balance and Request Summary (DSR)”
3. Repeat all the above steps for each product.

## Distribution

- VHT Focal Point at the Health Facility
- Health Facility in charge.

