

**Proposal for Dispensing Medications:** Preventing incidences, risks or even deaths due to AMR burden etc (Part 3)

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**By**

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## **Problem analysis**

Wrong antibiotics or wrong medications are known to cause hazards, risks and even fatality. The consultant acknowledges that AMR burden can lead to increased morbidity, mortality and cost of care.

The solution includes a proposal to druggist and chemists to implement a Call Centre and implement SMART Assistance to address the still emerging AMR burden.

## **CHEMIST OR DRUGGIST DETAILS**

### **BEST PRACTICES AND OPERATING NORMS**

1. Does your organization maintain and improve the quality of supplies on a regular basis? Yes/No/Partially
2. Does your organization improve its quality of interactions with customers on a case to case basis, especially when it comes to those needing antibiotics, condition based and life saving drugs?  
Yes/No/Partially
3. Does your organization improve the customer's understanding of prescription specific / over-the-counter medications & healthcare specific products? Yes/No/Partially
4. Does your organization think as important that the customer normally consult a medical practitioner for any prescription specific / over-the-counter medications & healthcare specific products? Yes/No/Partially
5. Does your organization need its personnel / staff to be aware of the inventory of antibiotics and life saving drugs supplies on a regular basis?  
Yes/No/Partially
6. Does your organization need its personnel / staff to be aware of the medical information associated with much-in-demand medications & healthcare specific products on a regular basis? Yes/No/Partially
7. Does your organization work to limit complaints and incidences faced by customers in its manner of conducting sales of medications & healthcare specific products on an every time basis? Yes/No/Partially

8. Does your organization work to limit AMR burden liability for any sale of medications & healthcare specific products on an every time basis?

Yes/No/Partially

9. Does your organization work to limit legal liability for any sale of medications & healthcare specific products on an every time basis?

Yes/No/Partially

10. Does your organization effectively address concerns and complaints that do arise on its sale of medications & healthcare specific products on an every time basis? Yes/No/Partially

For any sale recently, were there any adverse drug reactions? Yes/No

•For any sale recently, were there mistakes or omissions in information gathering about sensitivity to any drugs? Yes/No

•For any sale recently, were there any incidences of medication errors? Yes/No

•For any sale recently, were there any incidences of medications being altered due to unavailability? Yes/No

•For any sale recently, were there any other management issues at the facility? Yes/No What were these issues?

11. Does your organization effectively reject and return with identification outdated/counter-productive/ duplicate supplies on an every time basis?

Yes/No/Partially

Does your organization follow safe practices for disposing unwanted drugs? Yes/No/Partially

12. Does your organization implement or outsource a Call Centre to help customers, partners or supply chain links connect to your business on a 24/7 arrangement by making calls that indicate needs or by recording messages that indicate status for availability, rejected stock etc?

Yes/No/Partially

## **DRUG DISPENSING NORMS**

1. Does your organization rely on certain well-informed staff to supply prescription or treatment specific antibiotics, medications or healthcare specific products on an every time basis? Yes/No/Partially

2. Does your organization have a methodology to tell a customer whether to-be- purchased antibiotics, medications or healthcare specific products are not right for them (due to side effects, being counter-productive, or due to known unsuitable combinations)? Yes/No/Partially

Does your organization cross check antibiotic policies to ensure the medication being given does not cause complications or does not act counter productively? Yes/No/Partially

3. Does your organization have a methodology to tell a customer whether to-be- purchased antibiotics, medications may not be in right dosage (when there is no prescription or when there is an older prescription)? Yes/No/Partially

4. Does your organization have a methodology to tell a customer whether the customer must cross check with the practitioner (when there is no prescription, or when there is an older prescription, or when there is a spelling mistake/bad handwriting in prescription, or when there is an out of stock / no longer available condition, or when the customer needs to know more)? Yes/No/Partially

5. Does your organization have a methodology to tell a customer whether antibiotics, medications or products must be consumed/used according to specific conditions, or as per directions for consumption? Yes/No/Partially