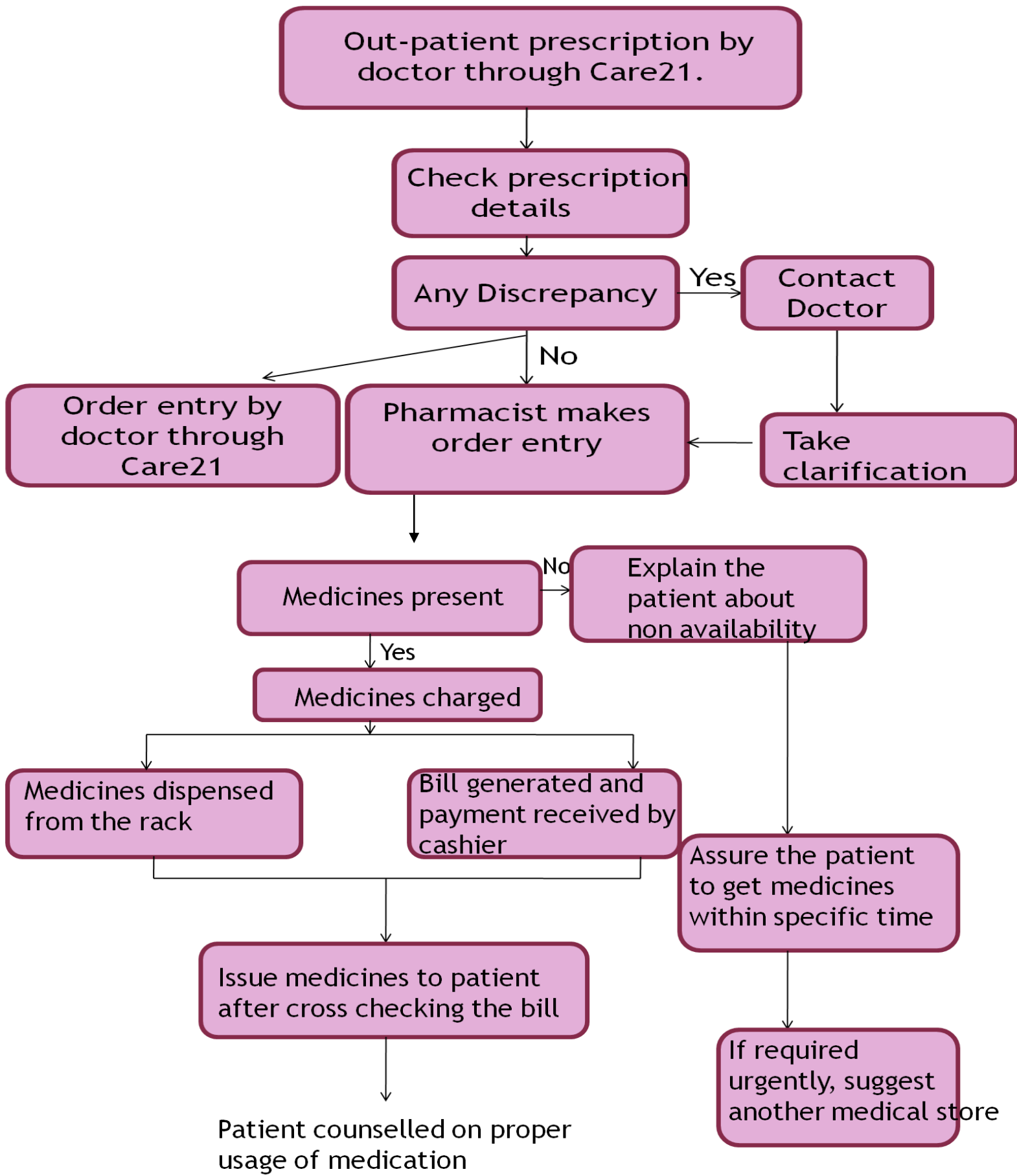


Introduction

Pharmacy is the branch of health sciences dealing with the preparation, dispensing and proper utilization of drugs.

Billing Process flow



Rationale

The goal of the project is to analyse the gaps in process flow of pharmacy billing and thus improve the satisfaction among patients. The following information may support management to improve the process flow of billing in Pharmacy department.

Research Questions

- What are the gaps in the billing procedure of pharmacy department?
- What are the main reasons of patient's dissatisfaction during pharmacy billing procedure?

GAP ANALYSIS ON BILLING PROCEDURES IN PHARMACY

Objectives

- To study and streamline the pharmacy billing process.
- To identify the gaps associated with the process.
- To identify their underlying causes.
- To study the patient's satisfaction during billing procedure.

Research Methodology

Study Design: Descriptive study

Study Area: Pharmacy Department in Columbia Asia Hospital

Study Respondents: Patients coming to pharmacy department for purchase of medicines

Study Duration: 1 month

Sample Size: 100

Sampling Method: Simple Random sampling

Source of Data: Primary data

Data collection tool: Semi-structured Questionnaire

Recommendations

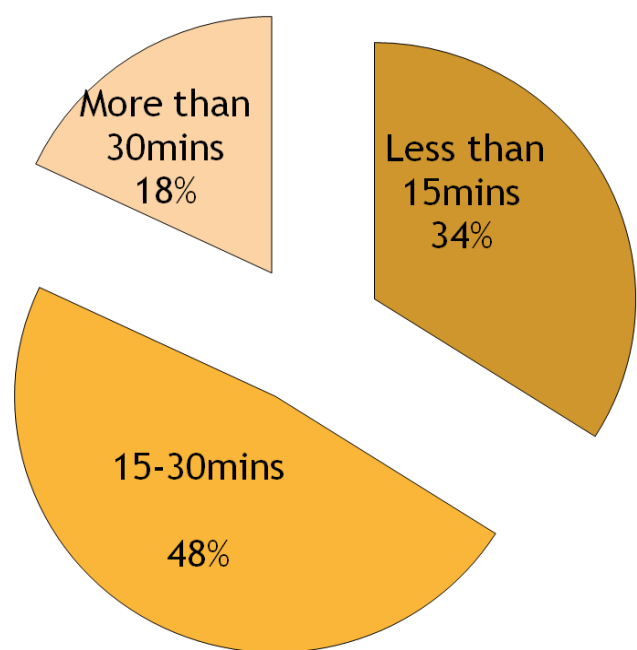
Possible Solutions	Associated Challenges
Increase counters	Limited Space
Only pharmacy billing and final billing for the same at the cashier counter next to pharmacy. Rest procedures at the other 2 cashier desks.	Would require more man power.
Separate pharmacy from the final bill. And allot both the counters for pharmacy and its billing.	Patient would have to take final bill for other procedures from the other cashier counters.

- Online prescription by doctor should be made mandatory.
- At least 2 cashier desks should be functional all the time.
- Doctors should be intimated periodically regarding the formulary so that they don't prescribe the drugs out of formulary and if any medicine seems important it should be added in the formulary.
- There should be proper coordination among staff so that there is proper hand-over and shortage of any medicine is timely noted and fulfilled.
- Increase coordination with the purchase department to ensure proper and timely stock.
- It should be ensured that patients are in queue

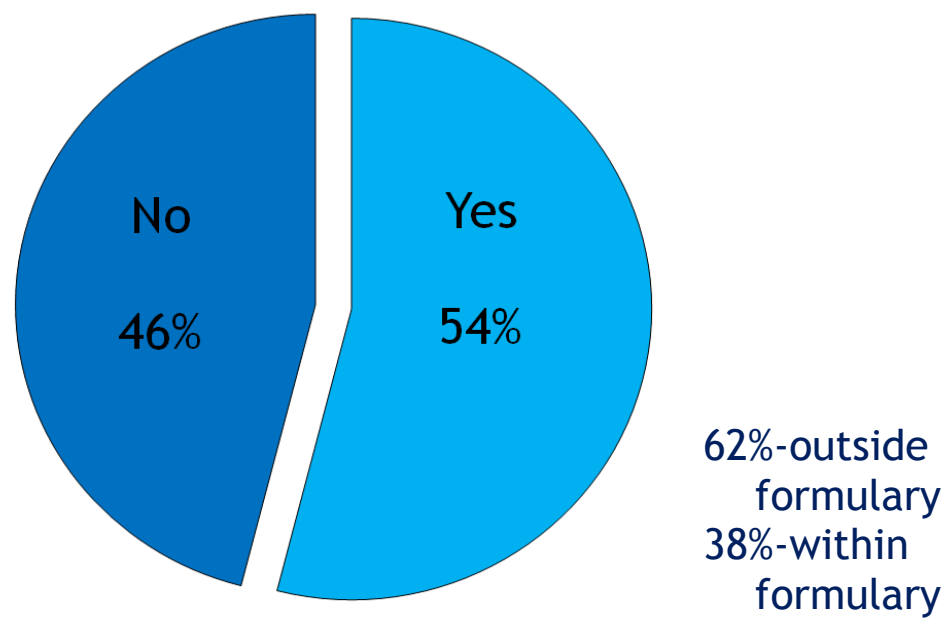


FEEDBACK RESULTS

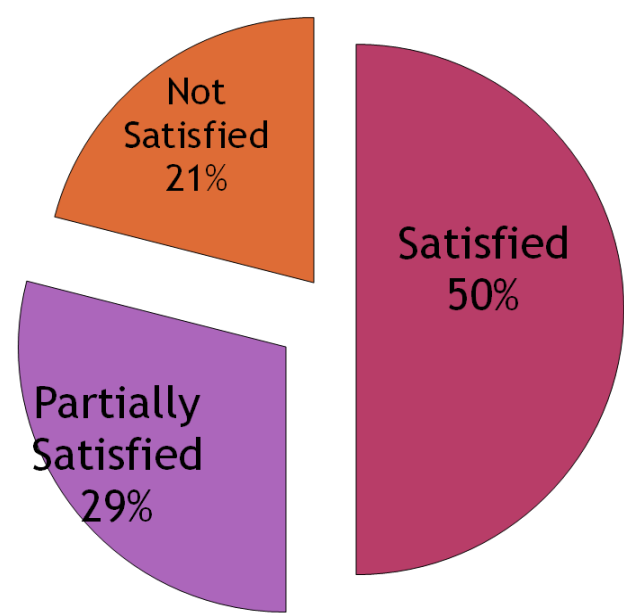
Time consumed during process



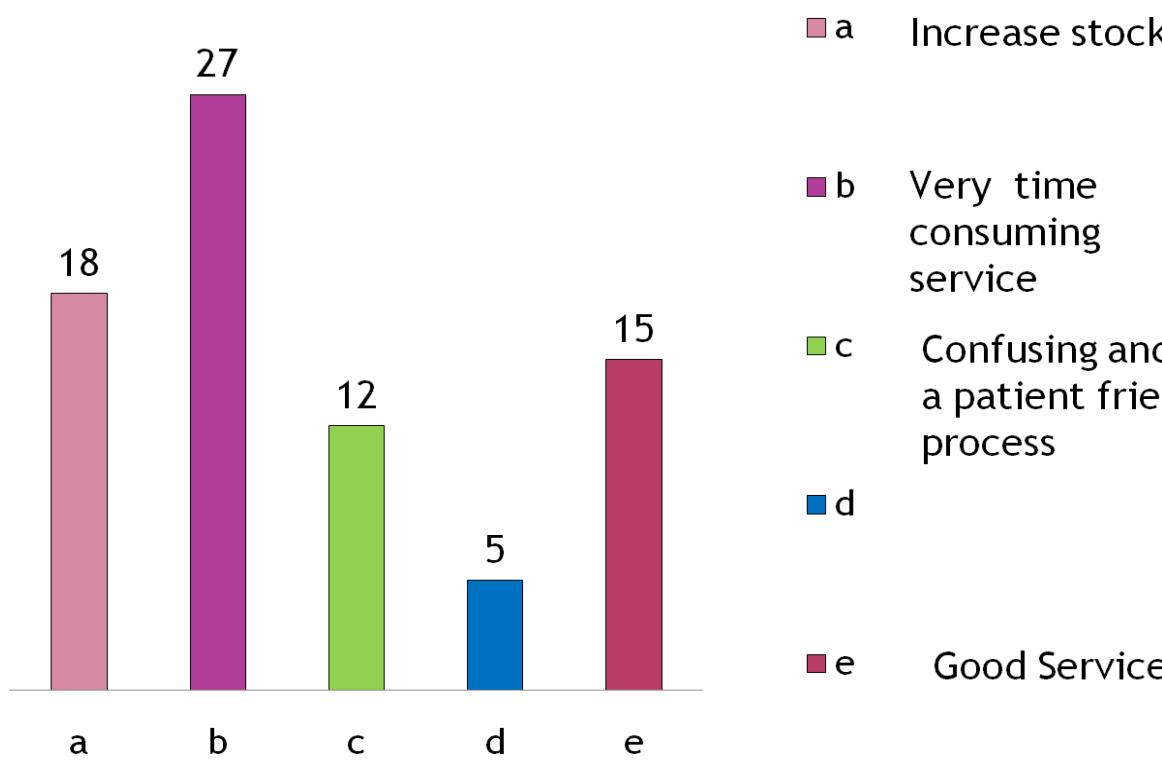
Did you get all the medicines



Satisfied with pharmacy services



Suggestions/Comments



GAPS

- Time consuming and cumbersome process
- Delay in services
- Inadequate stock
- Patients not in queue.
- Improper handover

Procedure	Average time consumed	Range
Visit open	2 minutes	1-4 minutes
Investigations	3 minutes	2-6 minutes
Final billing	5 minutes	3-12 minutes
Pharmacy billing	3 minutes	2-5 minutes
Others (refund, any query for tests etc.)	3 minutes	2-8 minutes

According to my study, patient who has to take only medicines has to wait for additional 10 minutes on an average (Range-3 minutes-15 minutes) at the cashier counter, due to the other processes being carried out. In peak hours, this time extends up to 15 minutes on average and ranges up to a maximum of 25 minutes.