

**Summer Training at**



**All India Institute of Medical Sciences  
April-June 2012**

**To Study the Functioning of 24×7 Pharmacy Shop about the Availability of  
Medicines and Consumables against the Prescription Issued to the Patients**

**By  
Vibhor Prajapati**

**Under the Guidance of  
Dr. Vijay Pratap Raghuvanshi**

**Post Graduate Diploma in Pharmaceutical Management  
2011-2013**



**Institute of Health Management Research,  
Jaipur  
2012**

# ALL INDIA INSTITUTE OF MEDICAL SCIENCES



**TO STUDY THE FUNCTIONING OF 24×7 PHARMACY SHOP  
ABOUT THE AVAILABILITY OF MEDICINES AND  
CONSUMABLES AGAINST THE PRESCRIPTION ISSUED  
TO THE PATIENT**

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## PROJECT TOPIC

# TO STUDY THE FUNCTIONING OF 24×7 PHARMACY SHOP ABOUT THE AVAILABILITY OF MEDICINES AND CONSUMABLES AGAINST THE PRESCRIPTION ISSUED TO THE PATIENTS

Submitted to the Department of Hospital Administration,  
All India Institute of Medical Sciences, New Delhi  
As a part of the short term training programme  
**April-June 2012**



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**CERTIFICATE**

This is to certify that Dr. Vibhor Prajapati, student of Institute of Health Management & Research, Jaipur has undergone summer internship in ALL INDIA INSTITUTE OF MEDICAL SCIENCES, New Delhi from April 9 to June 1, 2012.

The Candidate has successfully carried out the study assigned to him during summer training and her approach to study has been sincere, scientific and analytical.

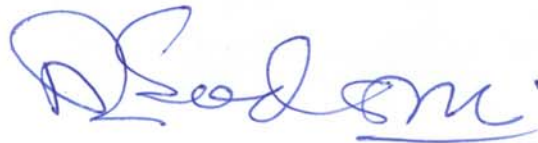
This summer training is due for the partial fulfillment of the course.

I wish his success in all his future endeavors.



**Dr. Vijay Pratap Raghuvanshi**

Mentor  
IIHMR, Jaipur



**Dr. P.R. Sodani**

Dean, Academics & Student Affairs  
IIHMR, Jaipur

## ACKNOWLEDGEMENT

**“The journey is more important than the destination. Excellence is a journey not a destination”**

To traverse on the virtuous path of excellence, it required a great passion to pursue the performances of my desire and the path was illuminated by many a person of importance to whom I owe whatever I have been able to accomplish.

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I would like to bow down my head in front of the Almighty for his invisible hand always behind my destiny.

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I owe this project to you all.....

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## ABBREVIATIONS

**AIIMS:** All India Institute of Medical Sciences

**JPNATC:** Jai Prakash Narayan Apex Trauma Centre

**RPCOS:** Dr. Rajendra Prasad Center for Ophthalmic Sciences

**GoI:** Government of India

**IPA:** The Indian Pharmaceutical Association

**GPP:** Good Pharmacy Practice

**IU:** International Units

**UHID:** Unique Hospital Identification Number

**C. R. No.:** Central Registration Number

**EAN-13:** International Article Number (European Article Number)

**Mfg. Lic. No:** Manufacturing Licence Number

**b. i. d:** Twice daily

**g:** gram

**Cap:** Capsule

**INJ:** Injection

**IV:** Intravenous

**Sq. M.:** Square metre

**mcg:** Microgram

**MDI:** Metered Dose Inhaler

**mg:** Milligram

**o. d.:** Once daily

**OINT:** Ointment

**TAB:** Tablet

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2. Designed “Check List” used for the cross check of the terms & conditions

## INTRODUCTION

### GENERAL

The health of the public is fundamental to the happiness and welfare of all people. Barriers to good health include poor access to quality medical products, lack of access to trained health professionals and care, an inadequate health workforce, unaffordable cost of care and poor standards of education of health-care professionals.

Medicines are an essential and critical part of health-care services in all cultures and societies. When accessed, medicines are often an essential component of many disease prevention programmes and virtually all disease treatment plans. The potential benefit of medicines is often not realized - there is a gap between the proven efficacy of medicines demonstrated in clinical trials and their actual effectiveness in practice. The reasons for this gap include problems with medicine selection and dosages, improper administration of medicines and lack of adherence by patients to prescribed treatment, medicine–medicine and medicine–food interactions, and adverse medicine events. Besides clinical problems associated with medicine-related problems, there are cost implications. It has been estimated that the cost of problems with the use of medicines is equal to or greater than the cost of the medicines themselves.

Medicines are also increasingly expensive and their cost is compromising the affordability of health care. Managing the costs of medicines is critical to making the best use of limited resources to maximize health care for as many people as possible. Substandard, adulterated, unlicensed and spurious/falsely-labelled /falsified/ counterfeit medicines are a growing problem that compromise health. There is a need for a system of assuring the integrity of the medicine supply chain to assure the value of medicines used for the prevention of disease and the treatment of patients.

Pharmacists are specifically educated and trained health professionals who are charged by their national or other appropriate (e.g. state or provincial) authorities with the management of the distribution of medicines to consumers and to engage in appropriate efforts to assure their safe and efficacious use. There is also increasing recognition that providing consumers with medicines alone is not sufficient to achieve the treatment goals. To address these medication-related needs, pharmacists are accepting greater responsibility for the outcomes of medicines use and are evolving their practices to provide patients with enhanced medicines-use services. As health-care professionals, pharmacists play an important role in improving access to health care and in closing the gap between the potential benefit of medicines and the actual value realized and should be part of any comprehensive health system. In addition, the increasingly complex and diverse nature of pharmacists' roles in the health-care system and public health demands a continuous maintenance of the competence of pharmacists as health-care professionals who have up-to-date skills and expertise.

In the coming decades, pharmacists are expected to become more integral within the health care system. Rather than simply dispensing medication, pharmacists are increasingly expected to be compensated for their patient care skills. In particular, Medication Therapy Management (MTM) includes the clinical services that pharmacists can provide for their patients. Such services include the thorough analysis of all medication (prescription, non-prescription, and herbals) currently being taken by an individual. The result is a reconciliation of medication and patient education resulting in increased patient health outcomes and decreased costs to the health care system.

## 24×7 PHARMACY SHOP AT ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Pharmacy services are the most extensively used facility of the hospital by Out-patients. Hospital beds are insufficient, costly to build and maintain. It is often economic waste to utilize In-patient care when out-patient service would suffice. Therefore, the hospital Out-patient services are being increasingly utilized, with the growing consciousness of the community about health services, expectation of the people regarding the hospital performance are on increase. The goal of every department of the hospital is to provide the best of the service to the patient and thereby to the community as a whole. Pharmacy is generally the last department to be visited by the Out-patients and when they reach there, they are in a tired state. The patient has every right to expect good service from this department too. A competent hospital pharmacy fulfils their expectations by quickly providing good service to the user.

The premier Medical Institute of the country witnesses a **daily footfall of around ten thousands of new patients**. At the same time there are usually double the number of the old patients coming up for follow-up, from across the length and breadth of the country.

The patients are catered to by hordes of Consultants across the full spectrum of Broad Specialty & Super Specialty OPDs & a number of specialized Clinics, as well. Till date, there was no any mechanism to serve the medication needs of the OPD patients. Consequently, the largest chunk to the OPD patients were left with no choice but to purchase the medicines from the private pharmacy shops located across the road, at exorbitant prices.

**AIIMS has taken an initiative to provide some degree of relief to the patients coming to OPD, by way of Opening a Pharmacy Shop (24 x 7).** The idea is to help patients purchase quality medicines against AIIMS prescription at affordable cost (by way of rebate on MRP); in lieu of which the AIIMS has provided space within its premises at a very nominal rate.

A committee was constituted under the chairmanship of **Dr. Shakti Kumar Gupta, Head, Department of Hospital Administration & Medical Superintendent, Dr. R. P. Centre for Ophthalmic Sciences & J. P. N. A. Trauma Centre, AIIMS**. The committee submitted a well knit road map to meet the end objective of providing subsidized medicines to OPD patients, including the Most Important Terms & Conditions for floating the tender. The main recommendations were to make sure that the Quality Medicines & Surgical consumables are made available to OPD patients against AIIMS prescription with discount across the board, on all items.

In case a patient has been advised Anti cancer medicine (which are usually costly) say costing Rs.-80,000/-; he will get it from the 24 x 7 Pharmacy Shop against valid AIIMS prescription at the cost of Rs.-35,200/- only. **The 24 x 7 Pharmacy Shop is very much operational now and the discount being offered across the board on all the items is 56 % on MRP;** bringing much awaited relief to the patients.

### **M/s All India Medicos (AIIMS)**

*In the retail space they have an exclusive tie up with All India Institute of Medical Science there they have started their Pharmacy in AIIMS on 18<sup>th</sup> December 2011 with the discount of 56% on MRP. They also offer more than 56% discount in some costly medicines (i.e. 50-60 Patients per month) In addition to that they also provide some free medicines to poor patients.*

## HISTORY

As per the directives of the **Hon'ble High Court Delhi**, in the matter of  
**Surekha Public Charity Trust V/s AIIMS WP(C) 3236/2010**



A committee was constituted under the chairmanship of **Dr. Shakti Kumar Gupta, Head, Department of Hospital Administration & Medical Superintendent, Dr. R. P. Centre for Ophthalmic Sciences & J. P. N. A. Trauma Centre, AIIMS.**



The committee thoroughly discussed the tender document for opening of “24×7 Chemist Shop” in the premises of All India Institute of Medical Sciences **for supply of drugs/surgical consumables etc.** Committee met **four times to discuss** threadbare different terms & conditions of tender document.



**The final tender document as decided by the aforesaid Committee**



Before advertising the tender, opinion of the **Standing Legal Counsel** obtained

**Advertising the tender** (19<sup>th</sup> November 2010)



**Submission of Bids** (16<sup>th</sup> December 2010)



**Opening of Techno-Commercial Bid** (16<sup>th</sup> December 2010)



**Finalization of Bidder**

(On the basis of highest discount provider on MRP i.e.56%)



**A MoU Signed in between \*Licensor & \*\*Licensee** (21<sup>st</sup> November 2011)

\*Licensor- Director, AIIMS, New Delhi

\*\*Licensee- M/s All India Medicos, New Delhi



Space is earmarked by the **Estate Section**

**Handed over the build up space to the Licensee**

(18<sup>th</sup> December 2011)

Note: Organizing committee recommends that in order to evaluate the execution of tender & subsequent monitoring of the functioning of the 24×7shop; a **Monitoring Committee** constituted under the chairmanship of Dr. **D. K. Sharma**, Medical Superintendent, AIIMS, comprising of the following members-

1. **HOD, Pharmacology**
2. **Professor, Department of Medicine**
3. **Faculty from the Department of Hospital Administration**
4. **Financial Advisor**
5. **Superintending Engineer**
6. **Store Officer**
7. **An officer from Estate section**
8. **An officer from Legal cell**
9. **Welfare officer**
10. **Chief, MSSO**

## RATIONALE

The volume of the pharmacy service is appreciable in a big hospital. In All India Institute of Medical Sciences Hospital, New Delhi, the 24×7 pharmacy fills thousands of prescriptions each day. With the availability of new & more potent drugs due to continuous advancement of the pharmaceutical and medical services, although the compounding work has reduced the role and responsibilities of pharmacy services have increased.

In order to provide a good pharmacy service to the outpatients, it is imperative that waiting time to receive the medicines from the counters should be minimum, the medicine supplied should be suitably dispensed as per doctor's prescription and the patient should get sufficient information regarding the mode of administration of the medicine and the time of revisit. Though most of the instructions can be provided by the physicians, yet the lay patients would like them to be explained by the pharmacist at the time of receiving the medicines, for better correlation. The proper functioning of the pharmacy service can therefore play a great role in maintaining & improving the image of the Hospital. Pursuant to the review of the literature, it came out clearly that there has been not any study done at AIIMS to check the availability of the medicines/ surgical consumables. That is why it becomes undoubtedly & convincingly clear that any such study would find its relevance & would serve significant input to AIIMS management. Hence the present study was undertaken

## REVIEW OF LITERATURE

The review traditionally provides a historical overview of the theory and the research literature, with a special emphasis on the literature specific to the project topic. It serves as well to support the argument / proposition behind the project, using evidence drawn from authorities or experts in the research field.

A review of literature has the following functions:

1. To justify the choice of research question, theoretical or conceptual framework and methodology;
2. To establish the importance of the topic;
3. To provide background information needed to understand the study;
4. To show familiarity with significant and/or up-to-date research relevant to the topic;
5. To establish the study as one link in a chain of research that is developing knowledge in the field.

A literature summarizes, interprets and evaluates existing “literature” (or published material) in order to establish current knowledge of a subject. It is a survey of a particular subject. The purpose of a literature review is to provide an overview of published research on a topic.

It is an analysis undertaken at a fixed point in time which is to be used as a basis for decision making for the research topic in question.

1. According to a previous study done by **Dr. C.B.Singh** at *AIIMS* in January, 1975 on **“study of the pharmacy service provided to outpatients at All India Institute of Medical Sciences hospitals”** has clearly revealed that the spectrum of the pharmacy service provided by A.I.I.M.S. Hospital Pharmacy like most other hospitals of the country is limited to dispensing for outpatients including its own employees and issue of stock preparations to inpatients. There is no Chief Pharmacists and activities concerning drugs are fragmented. Only 27 percent of outpatients excluding the Institute employees, reported at the Pharmacy for collection of medicine. None of the patients who have declared their income above Rs 500/- p.m. reported to pharmacy for collection of medicine. Only 29 percent of the patients got their medicine issued in full. 26 percent of the patient did not receive any of the prescribed drugs. Thus 71 percent of the patients either did not get the medicines or were only issued few medicines from the dispensary. Only 49.10 percent of the prescribed items were issued. As the availability of drugs to outpatients is very limited, it adversely affected the effectiveness of the service.<sup>1</sup>
2. According to a previous study done by **Dr. Geeta Chaudhary** at *Satguru Partap Singh (SPS) Apollo Hospitals, Ludhiana*, in January, 2009 on **“Case Study: Review of Medication Orders for Appropriateness at Satguru Singh Apollo Hospitals, Ludhiana, India”** has clearly revealed that- **How Medication Order Review for Appropriateness Benefits SPS**  
Introducing the medication order review by pharmacist before drug administration has helped SPS immensely in raising the safety bar on use of medicines, including the following:
  - **Interception of errors.** The new process helps us identify and intercept errors before they reach the patient, thereby increasing patient safety.

- **Reducing medication errors.** The literature suggests that detecting errors and rectifying the systems is very important since processes resulting in minor errors can later lead to other more serious errors. Our data analysis on medication errors intercepted by the team revealed that the number of transcription errors was quite high. A multidisciplinary team was formulated to review the transcription process and find the causes for the transcription errors. The team recommended modifying the transcription process to eliminate vulnerable areas, and as a result, the following interventions, among others, were instituted:

- Dedicated pharmacists were recruited for transcribing the drug orders in wards.
- Training on computer skills was enhanced.
- More double checks were added in the pharmacy module at critical steps.

These interventions led to significant decrease in transcription errors, from 43.2 errors per 1,000 orders to 5.2 errors per 1000 orders within 12 months from January 2009 to December 2009.<sup>2</sup>

3. According to a previous study done by **Dr. O.P. Khanna** at *AIIMS* in 1968 on “**Study Of Three Delhi Hospital Pharmacies With Special Reference To Physical Facilities Including A Scrutiny Of The Practice Of Purchasing And Inventory Control Of Drugs At AIIMS**” has clearly revealed that there is lot of scope for improvement of the hospital pharmacy service through managerial efforts and addition/alternation of certain physical facilities.<sup>3</sup>
4. Studies show that the performance and attitude of healthcare staff are influenced by the physical environment in which they work.<sup>4, 5, 6</sup> In pharmacy environments, there are many potential causes for error, including unintelligible prescriptions; misunderstood abbreviations; look-alike/sound-alike medications; and inefficient environmental design that negatively impacts noise and flow, and causes bottlenecks and interruptions. Employees are negatively impacted by an environment that compromises accuracy of work, inhibits timely delivery of medications, and impedes the delivery of optimum education and information for veterans and family members. Through environmental design interventions, the likelihood of such latent errors can be reduced. Implementation of an open pharmacy in another VA facility resulted in quicker prescription processing times, decreased average waiting times from one hour to 30 minutes, and increased patientsatisfaction.<sup>7</sup>

Medication errors may result from latent conditions inherent in the environment that result from decisions by designers, builders, procedure writers, and top-level management. Latent conditions involve noise, inadequate light, interruptions, distractions, and the volume of prescriptions filled per hour. Environmental design interventions can enhance safety in the pharmacy by reducing sound and noise, providing adequate illumination, creating medication safety zones, and incorporating ergonomic principles in the redesign. Attempts were made to innovate EBD concepts using Lean principles. Lean recommendations for pharmacy redesign involve efficient handoffs, plans for short-term and long-term changes, support for decentralized/specialized pharmacy work, bar codes on systems and spaces, incorporation of regulatory criteria early in the design process, support for critical thinking, and moderation of physical and emotional stressors.<sup>8</sup>

## **AIM**

To study the functioning of 24×7 Pharmacy Shop about the availability of Medicines and Consumables against the prescription issued to the patient.

## **OBJECTIVES**

1. To study the Tender Document of 24×7 Pharmacy Shop with regards to the Terms and Conditions.
2. To Study the Functioning of 24×7 Pharmacy Shop in terms of Structure, Process and Outcome.
3. To Study the Availability of Medicines and Consumables against valid Prescription of AIIMS Doctors.
4. To do a Gap Analysis of the functioning of the Pharmacy Shop with regards to the availability of Medicines and Consumables against the Tender document.

## METHODOLOGY

### REVIEW OF RELEVANT LITERATURE

A preliminary review of relevant literature was carried out referring to various journals, thesis, books, articles and keyword search in various search engines and online referral sites.

### CONDUCTED STUDY

**Study Setting:** 24×7 Pharmacy Shop at Main AIIMS

**Study Duration and Period:** 40 Days (1<sup>st</sup> of May to 10<sup>th</sup> of June 2012)

**Study Design:** Descriptive, Cross Sectional

**Population of study:** All patients who purchase Medicines from the Pharmacy Shop.

### SAMPLING

**Sample size:** As the entire population was too large to be taken, a sample was selected in consultation with the biostatistician at AIIMS. It is calculated assuming 50% of patients/patient attendants would express availability of medicines with suitable precision of 5% ( i.e between 45% to 55%), to estimate this with 95% of confidence level using the formula given below-

$$\text{Sample Size} = \frac{Z^2 \times (p) \times (1-p)}{d^2}$$

Where:

**N** = Sample Size

**Z** = Z value (Here in this case it is  $1.96 \approx 2$  for 95% confidence level)

**p** = 50

**d** = confidence interval, expressed as decimal  
(e.g., .05 = ±5)

$$\begin{aligned} N &= 2 \times 2 \times p (100-p) / d^2 \\ &= 4 \times 50 (100-50) / 5 \times 5 \\ &= 384.16 \end{aligned}$$

Thus using the above formula, **Sample size came to 385**

**Sampling Type:** Convenient Random Sampling

## TOOL

### PERFORMA\*

A semi structured Performa was developed consisting of closed ended questions. The 'Flower pot Principle' was adhered to in developing the same. The Performa in English was administered by an Observer. Consent of every respondent had been taken and they were assured of complete privacy and confidentiality of their shared information.

(\*A copy of the "Performa" is at Appendix '2' to this report)

### CHECKLIST\*\*

On reviewing MoU [(Director, All India Institute of Medical Sciences, New Delhi (Licensor) with M/s All India Medicos, New Delhi (Licensee)] a checklist was developed to determine the compliance of Terms and Conditions as per the Memorandum.

(\*\*A copy of the "Checklist" is at Appendix '3' to this report.)

## TECHNIQUES

- Observation- Direct on spot non participant observation.
- Interview and interaction with key informants

### Inclusion Criteria

All the patients/ patient attendants with valid prescription and consultation by AIIMS irrespective of time period thereby availing the services of 24×7 Pharmacy Shop.

### Exclusion criteria

EHS (Employee Health Scheme) patients of AIIMS were excluded from the study.

## COLLECTION OF DATA

The collection of data was carried out in phase wise manner as described below:

**Phase 1:** A brief visit to the Pharmacy Shop area to get an overall view of their organization and functioning relating to Selection, Evaluation, Procurement, Storage, and Utilization of drugs. Based on this preliminary information, a standard 'Performa' was drafted, and which provided a framework and sequence for conduct of the subsequent detailed study.

**Phase 2:** Direct observation of the services to have a deep insight of the system and pretesting parts of the Performa and development of a Checklist.

**Phase 3:** Performa was filled up by directly interviewing the patients/patient attendants and the necessary observations were carried out based on the same. Moreover, interview of and interaction with the key informants.

**Phase 4:** Analysis of collected data and preparation of final report and presentation for dissemination of the obtained results and findings.

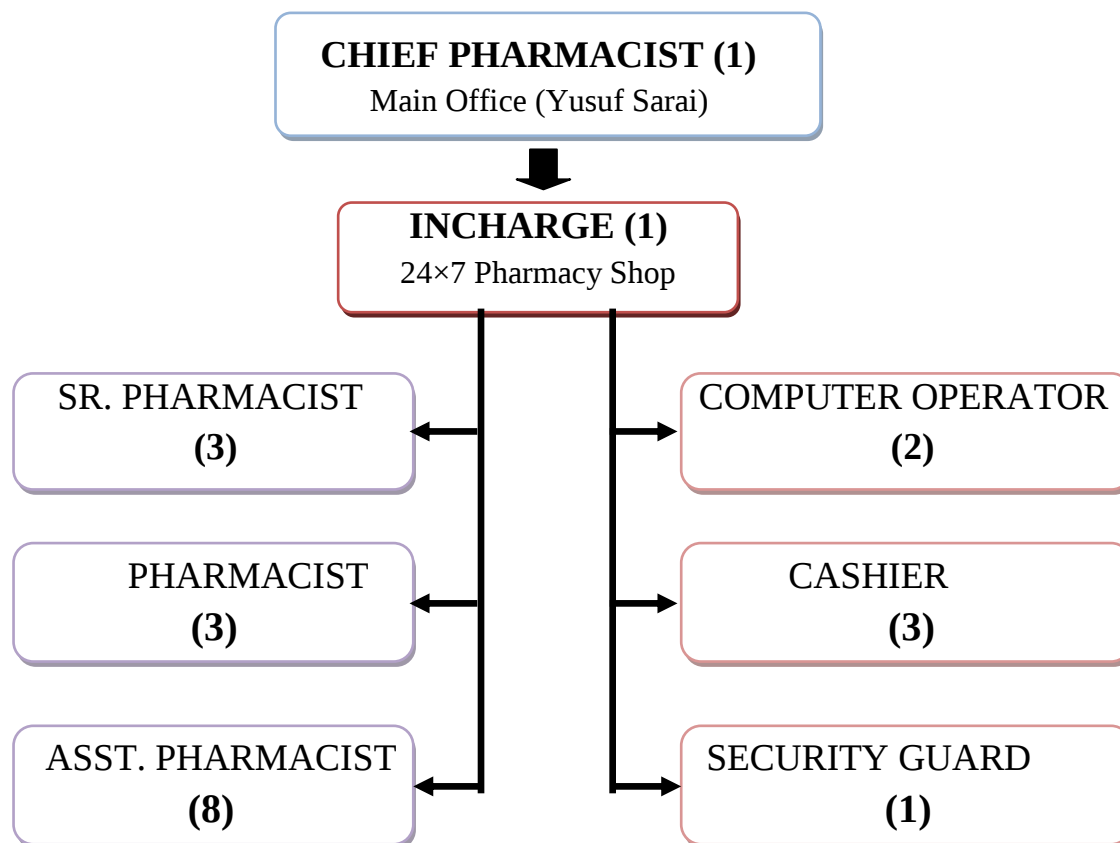
## ANALYSIS OF DATA

The Data Analysis pertaining to the data gathered through Performa has been carried out in GOOGLE Doc. and MS Excel.

## OBSERVATION & FINDINGS

### STRUCTURE

#### ORGANIZATIONAL STRUCTURE:



**Figure 1:** Organogram

All medicines are served by qualified Pharmacists and well experience trained staff. Duty of staff is as per duty roster.

#### DUTY SCHEDULE:

| S. no. | Designation       | SHIFT              |                               |                 |
|--------|-------------------|--------------------|-------------------------------|-----------------|
|        |                   | Morning<br>8-2 pm. | General + Evening<br>2-10 pm. | Night<br>10-8am |
| 1      | IN CHARGE         |                    | 1                             |                 |
| 2      | SR. PHARMACIST    |                    | 2                             | 1               |
| 3      | PHARMACIST        | 1                  | 1                             | 1               |
| 4      | ASST. PHARMACIST  | 2                  | 4                             | 2               |
| 5      | CASHIER           | 1                  | 1                             | 1               |
| 6      | SECURITY GUARD    |                    | 1                             |                 |
| 7      | COMPUTER OPERATOR |                    | 1                             | 1               |

**Table 1:** Duty Schedule of All India Medicos

## LOCATION-

The Shop is situated on the ground floor opposite to Rajkumari Amrita Kaur OPD, backyard of the CT-8 Ward and adjacent to medical OPD thereby close for all the outpatients and has easy accessibility through a wide road.

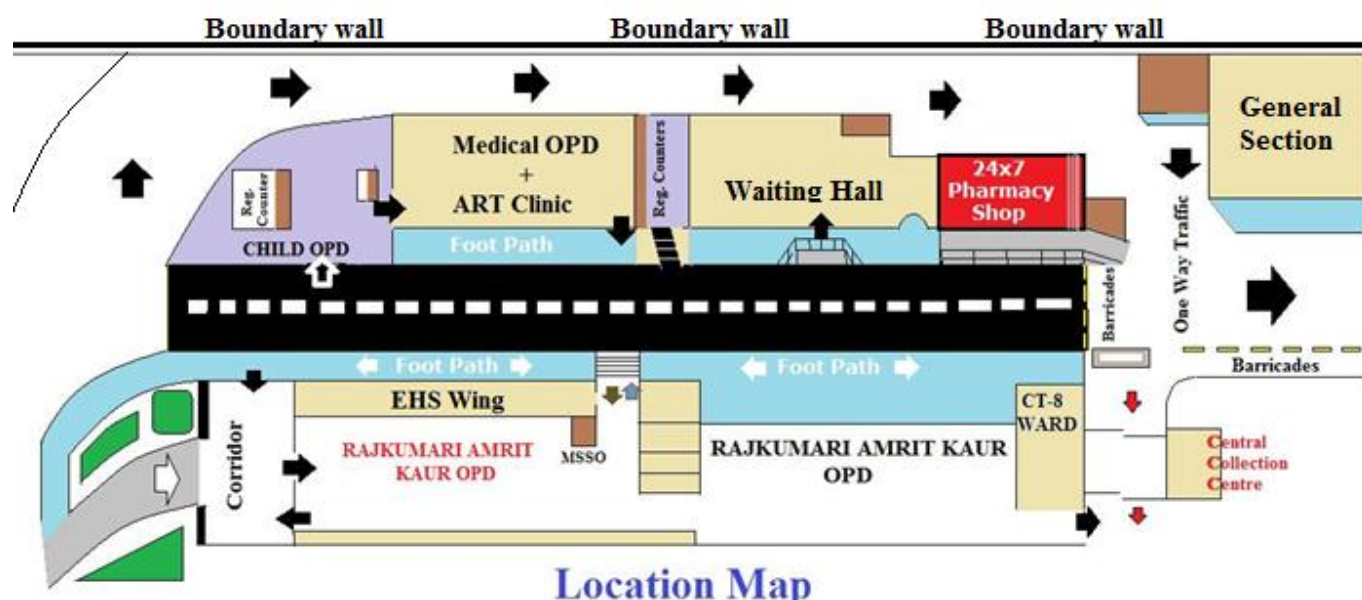


Figure 2: Location Map of Pharmacy Shop

## LAYOUT-

The shop occupies a build up structure comprising **357 Sq.Ft.** (33.15 Sq. M.) *temporarily* at the AIIMS considering the direction of Hon'ble High Court Delhi for making the shop operational on immediate basis. However, a suitable built up space will be provided later after its completion according to provision made by Ministry of Urban and Poverty Alleviation, Directorate to Estate, GoI from time to time.

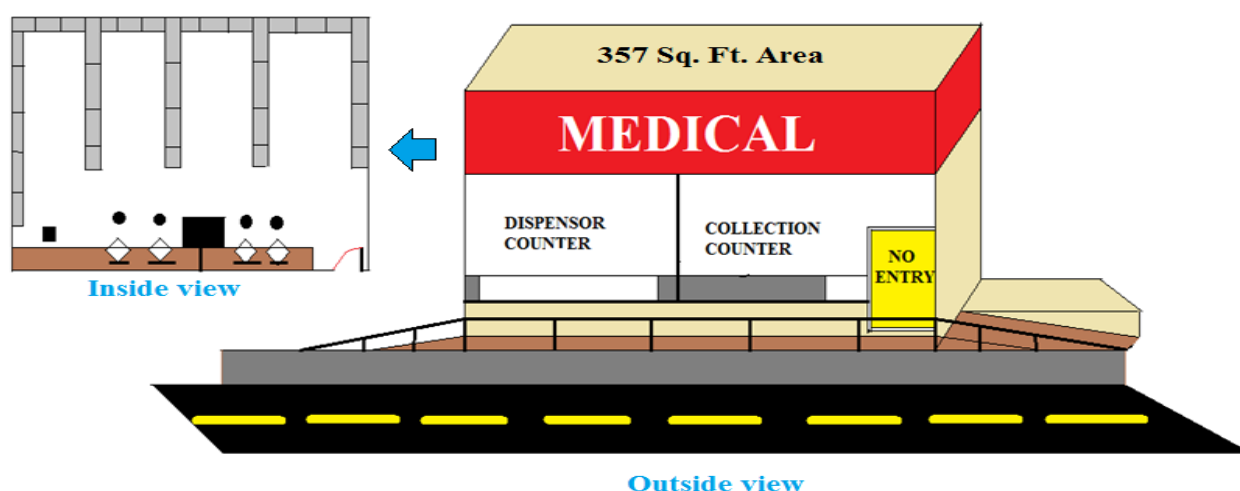


Figure 3: Outer & Inner view of Pharmacy Shop

## PROCESS

### PROCESS FLOW

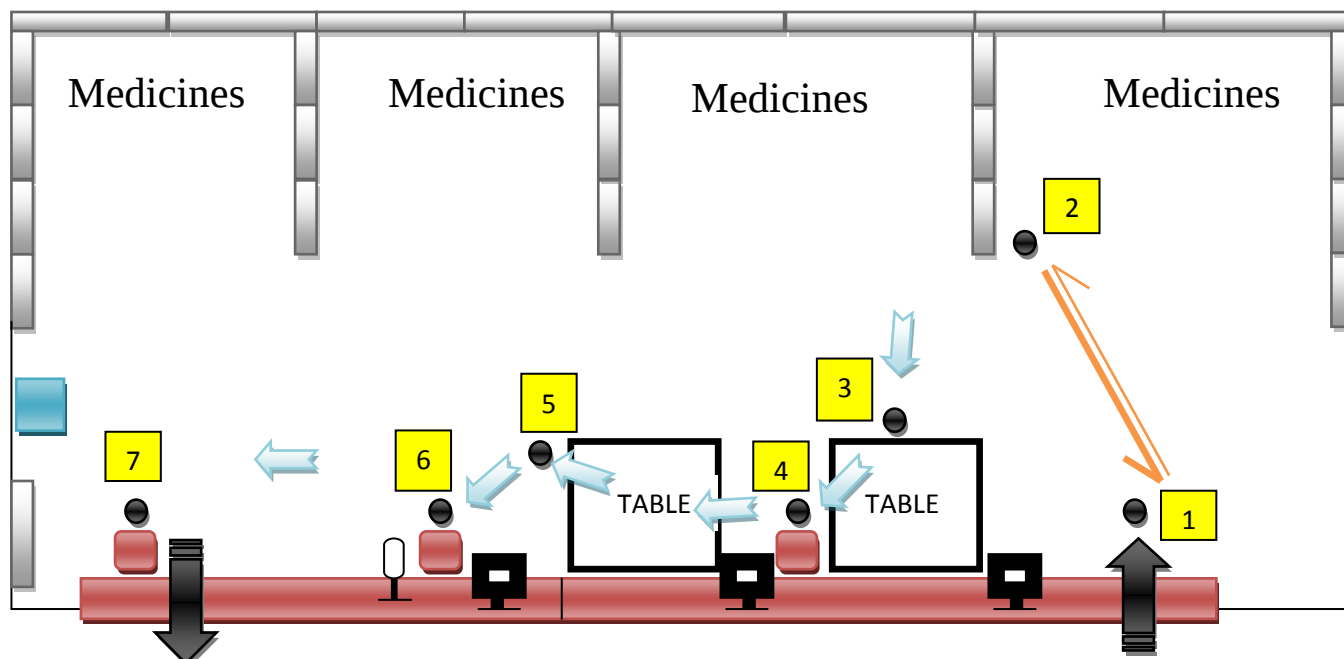


Figure 4: Interior view of the Pharmacy Shop

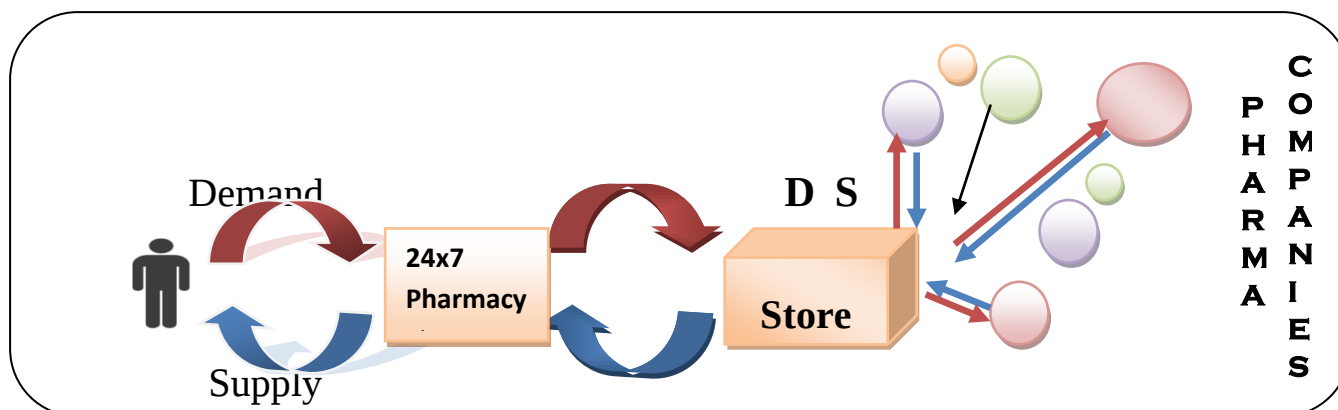
### PROCESS FLOW CHART

- 1 ⇒ **Receive** prescription and inform regarding **non-availability** of medicines.  
(Senior Pharmacist)
- 2 ⇒ **Search and collect** the medicine as per prescription (Asst. Pharmacist).
- 3 ⇒ **Checking** the medicines and keep it for billing (Asst. Pharmacist).
- 4 ⇒ **Billing** (with the help of software & optical scanner for BAR-CODE reading)  
(Senior Pharmacist)
- 5 ⇒ **Re-checking** of medicines and their respective bills (Pharmacist).
- 6 ⇒ **Calls out** the name of the patient and Explain the dosage of medication.  
(Senior Pharmacist)
- 7 ⇒ **Cash collection** and **Dispensing** of medicines (Cashier).

**MANAGEMENT**— Strong management team at the middle and senior level with the huge experience.

### SUPPLY CHAIN—

They have a robust supply chain; they deal in all kind of branded and generic medicines and also deal with every major pharmaceutical company in the country and full fill all demands of pharmacy generated by system on day to day basis with bar-coding.

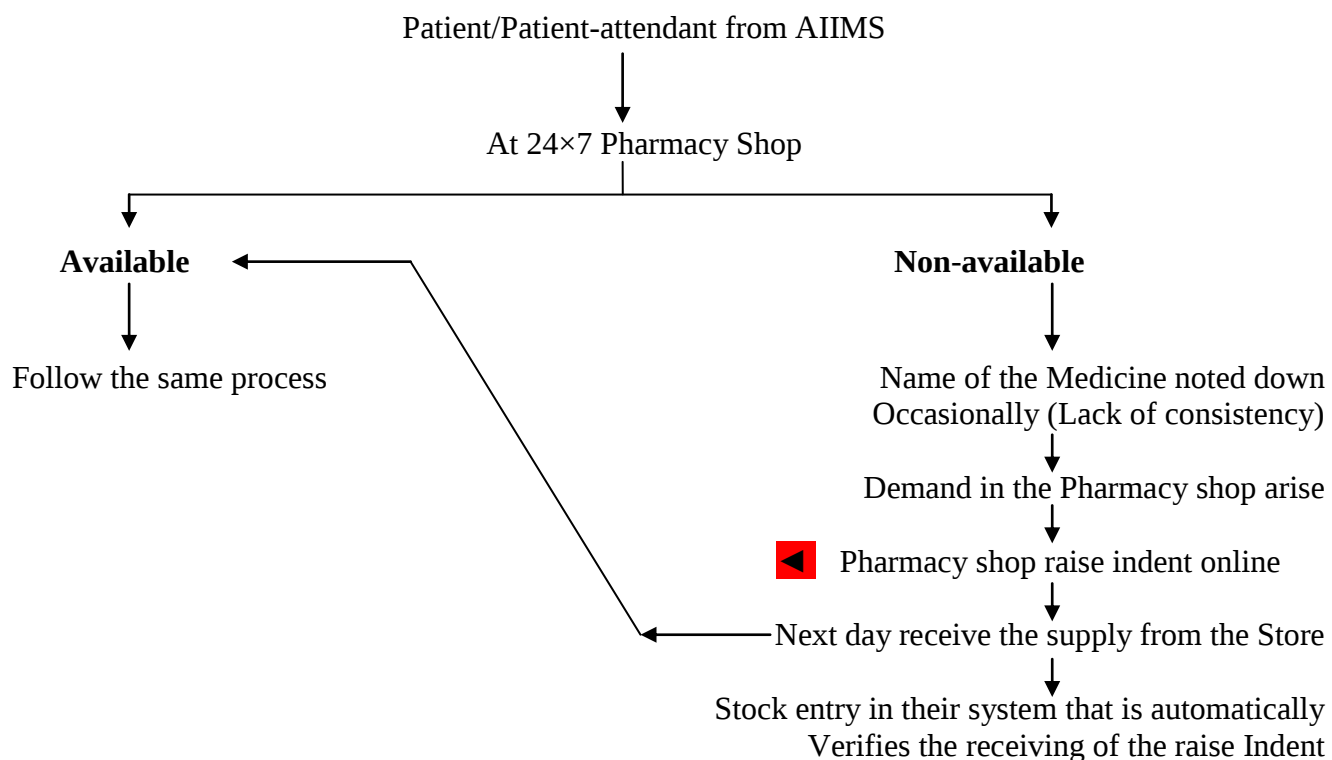


**Figure 5: Supply Chain Management Process**

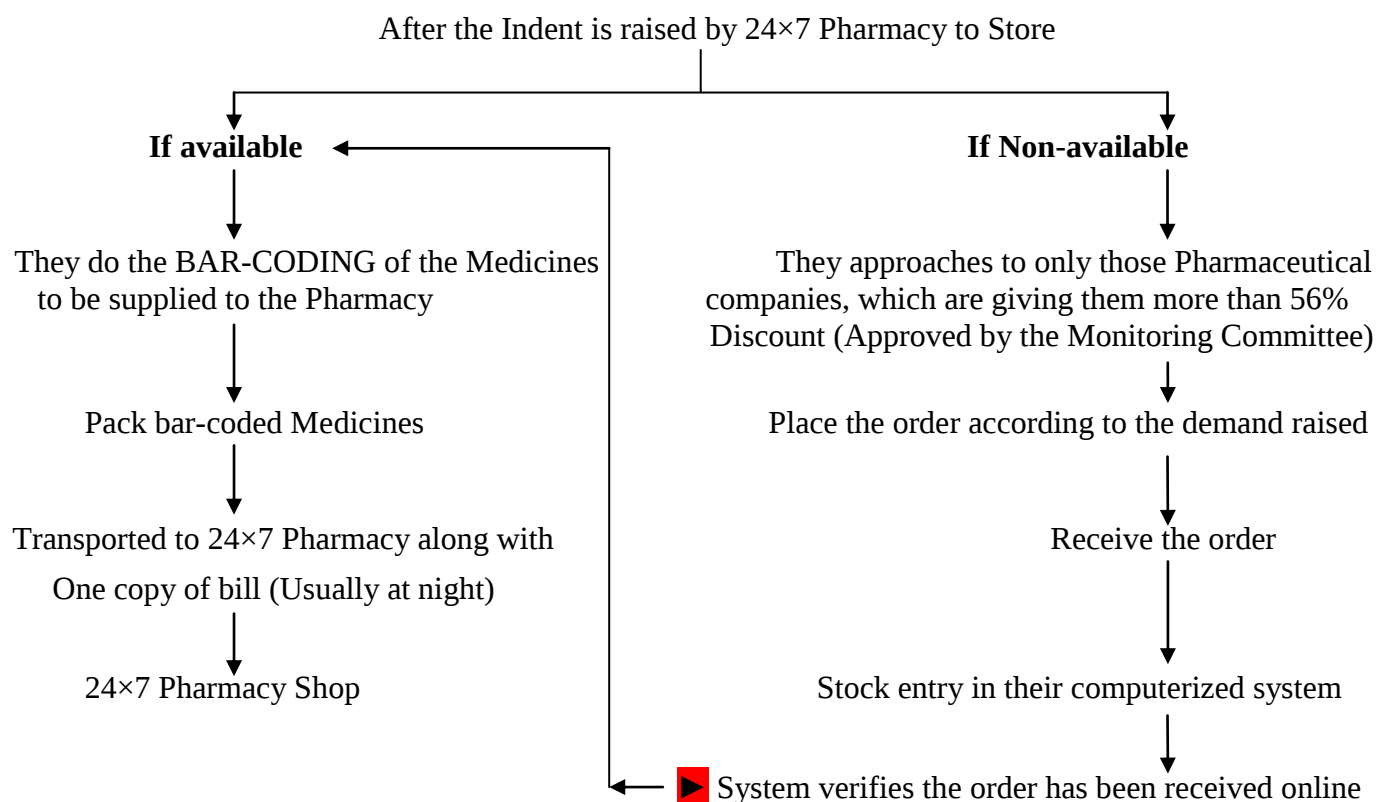
Here:  Demand (D)  
 Supply (S)

We can divide this supply chain process into two point-

1. At 24x7 Pharmacy Shop
  2. At Main Store
- **AT 24×7 PHARMACY SHOP**



- AT MAIN STORE**

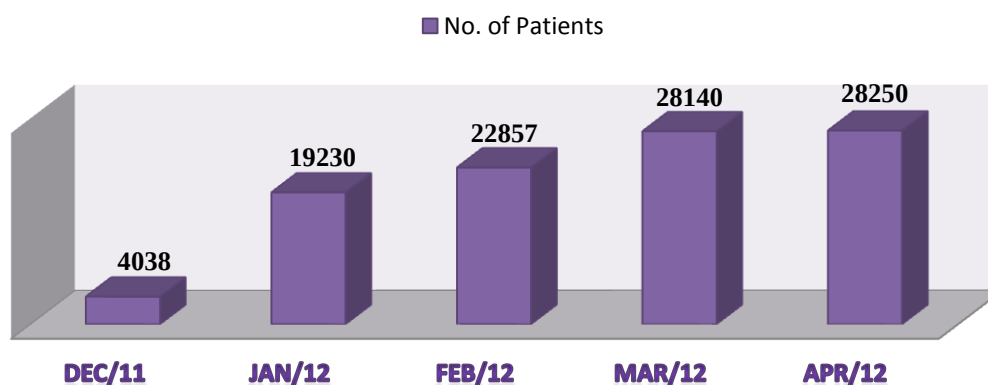


## OUT COME

All India Medicos (AIIMS campus) served-

- **4038** Patients in December 2011
- **19230** Patients in January 2012
- **22857** Patients in February 2012
- **28140** Patients in March 2012
- **28250** Patients in April 2012

### Outcome of last 5 Months



**Figure 6:** Outcome of last five months

## OBSERVATIONS AND FINDINGS

### GENERAL

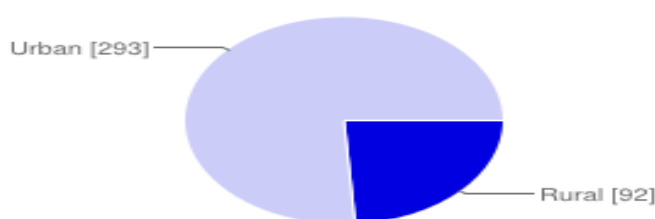
The medical Institute Hospital Is an integral part of All India Institute of Medical Sciences which is the premier teaching & research institution of the country. The Hospital is lodged in a nine-storey building. It has a bed strength of 1486 including a 125 bedded Private ward. The outpatient department of the hospital functions to provide comprehensive medical care to the community.

The outpatient department is near the main road running by the hospital and has a direct entrance from the main gate. The whole outpatient complex is in a six-storey building interconnected by corridors to the ground floor but the outpatients clinics are vertically placed below one another in the compact building. All the floors are well connected by lifts and stair-cases from the ground floor. The outpatient services of the Medical Institute Hospital runs about Twenty five Clinical department including Six Super- Speciality Centres manage practically all types of disease conditions with support from pre-clinic and para-clinic departments, in the morning and afternoon respectively on selected days.

### POLICY

No Pharmacy manual exists. Policy circulates issued from time to time have been filed. These form the source of guidance and are modified as and when required.

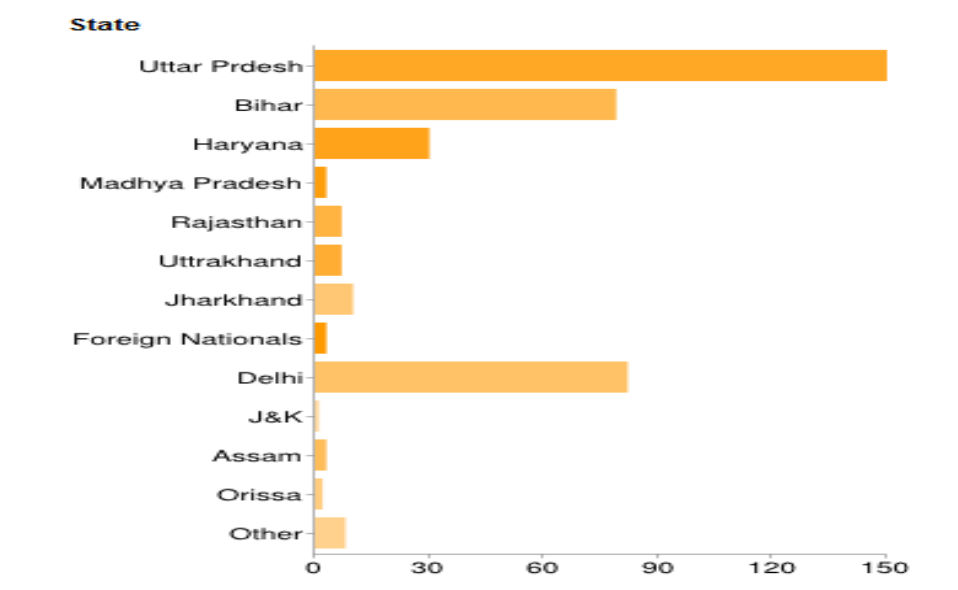
**Area of Residence**



**Graph 2: Area of Residence**

| <b>AREA OF RESIDENCE</b> | <b>Frequency</b> | <b>Percentage%</b> |
|--------------------------|------------------|--------------------|
| <b>RURAL</b>             | 92               | 24                 |
| <b>URBAN</b>             | 293              | 76                 |
| <b>TOTAL</b>             | <b>385</b>       | <b>100</b>         |

**Table 2: Area of Residence**

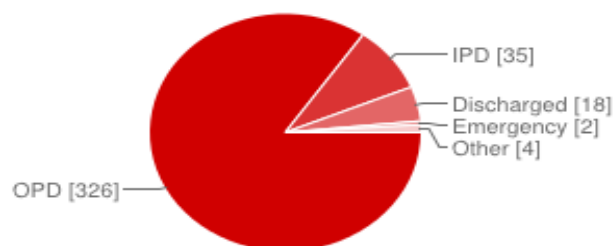


**Graph 3: State wise Patients distribution**

| STATE                    | Frequency  | Percentage% |
|--------------------------|------------|-------------|
| UTTAR PRADESH            | 150        | 39          |
| BIHAR                    | 79         | 21          |
| HARYANA                  | 30         | 8           |
| MADHYA PRADESH           | 3          | 1           |
| RAJASTHAN                | 7          | 2           |
| UTTRAKHAND               | 7          | 2           |
| JHARKHAND                | 10         | 3           |
| FOREIGN NATIONAL (NEPAL) | 3          | 1           |
| DELHI                    | 82         | 21          |
| J&K                      | 1          | 0           |
| ASSAM                    | 3          | 1           |
| ORISSA                   | 2          | 1           |
| OTHERS                   | 8          | 2           |
| <b>TOTAL</b>             | <b>385</b> | <b>100</b>  |

**Table 3: State wise Patient distribution**

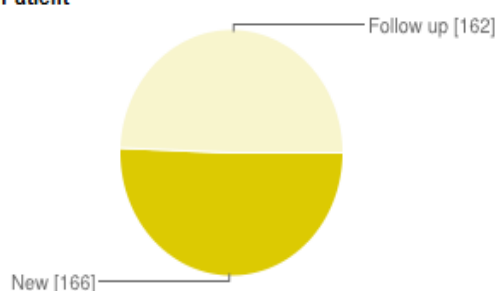
Type of Patient

**Graph 4:** Type of Patients as a whole

| <b>TYPE OF PATIENT</b> | <b>Frequency</b> | <b>Percentage%</b> |
|------------------------|------------------|--------------------|
| <b>OPD</b>             | 326              | <b>85</b>          |
| <b>IPD</b>             | 35               | 9                  |
| <b>DISCHARGED</b>      | 18               | 5                  |
| <b>EMERGENCY</b>       | 2                | 1                  |
| <b>OTHERS</b>          | 4                | 1                  |
| <b>TOTAL</b>           | <b>385</b>       | <b>100</b>         |

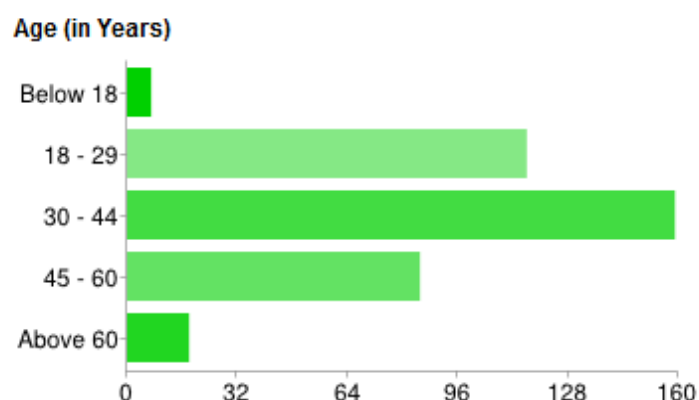
**Table 4:** Type of Patients as a whole

If OPD Patient

**Graph 5:** Type of Patients in case of OPD only

| <b>IF, OPD PATIENT</b> | <b>Frequency</b> | <b>Percentage %</b> |
|------------------------|------------------|---------------------|
| <b>NEW</b>             | 166              | <b>51</b>           |
| <b>FOLLOW UP</b>       | 162              | <b>49</b>           |
| <b>TOTAL</b>           | <b>328</b>       | <b>100</b>          |

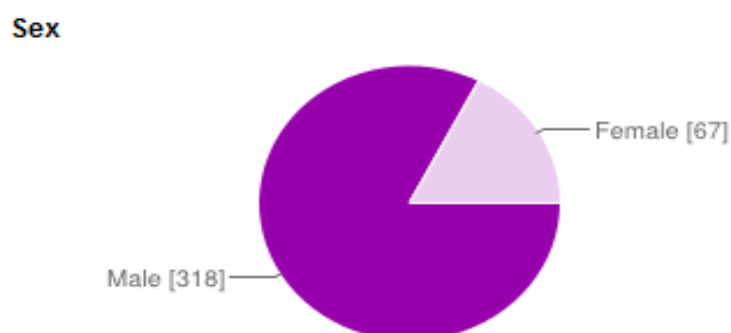
**Table 5:** Type of Patients in case of OPD only



**Graph 6:** Age distribution pattern of Patients/Patient-attendants

| <b>AGE (in years)</b> | <b>Frequency</b> | <b>Percentage%</b> |
|-----------------------|------------------|--------------------|
| <b>BELOW 18</b>       | 7                | 2                  |
| <b>18 – 29</b>        | 116              | <b>30</b>          |
| <b>30 – 44</b>        | 159              | <b>41</b>          |
| <b>45 – 60</b>        | 85               | 22                 |
| <b>ABOVE 60</b>       | 18               | 5                  |
| <b>TOTAL</b>          | <b>385</b>       | <b>100</b>         |

**Table 6:** Age distribution pattern of Patients/Patient-attendants

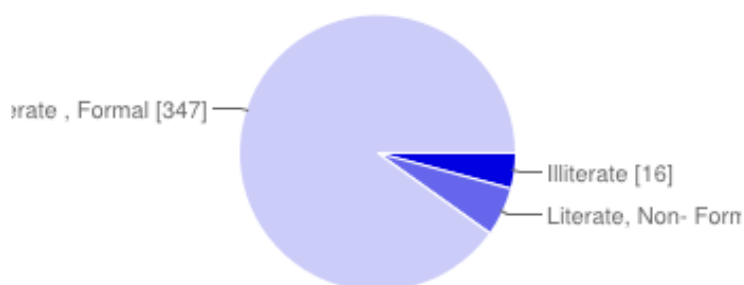


**Graph 7:** Sex distribution pattern of Patients/Patient-attendant

| <b>SEX</b>    | <b>Frequency</b> | <b>Percentage%</b> |
|---------------|------------------|--------------------|
| <b>MALE</b>   | 318              | <b>83</b>          |
| <b>FEMALE</b> | 67               | <b>17</b>          |
| <b>TOTAL</b>  | <b>385</b>       | 100                |

**Table 7:** Sex distribution pattern of Patients/Patient-attendant

Educational Qualification

**Graph 8:** Educational Qualification of Patients/Patient-attendant

| EDUCATIONAL QUALIFICATION | Frequency | Percentage% |
|---------------------------|-----------|-------------|
| ILLITERATE                | 16        | 4           |
| LITERATE, NON-FORMAL      | 22        | 6           |
| LITERATE, FORMAL          | 347       | 90          |
| TOTAL                     | 385       | 100         |

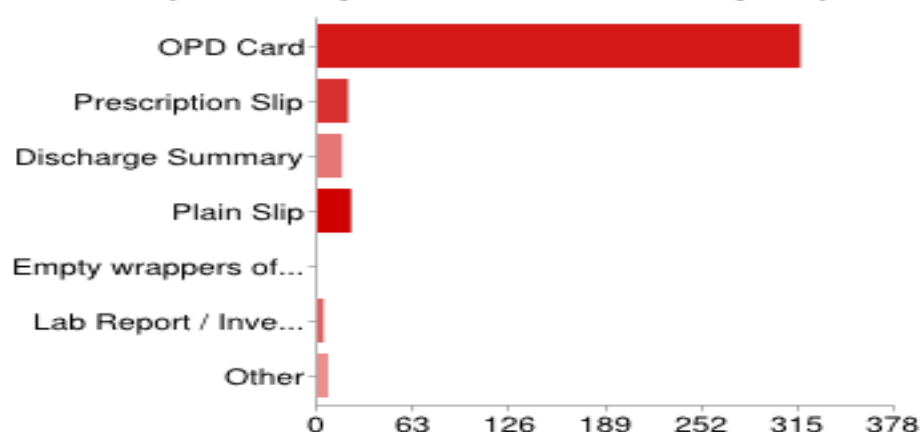
**Table 8:** Educational Qualification of Patients/Patient-attendant

Customer profile

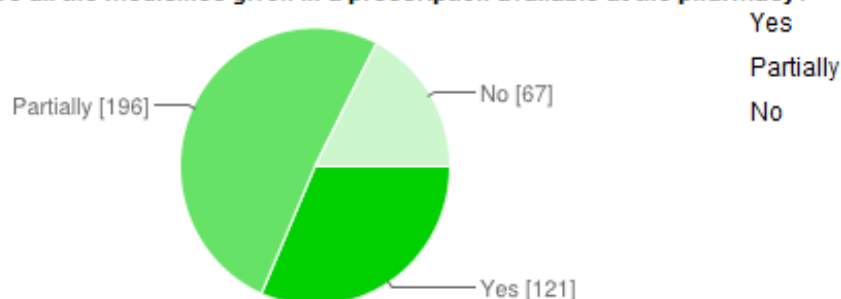
**Graph 9:** Customer profile

| CUSTOMER PROFILE   | Frequency | Percentage% |
|--------------------|-----------|-------------|
| PATIENT            | 113       | 29          |
| PATIENT- ATTENDANT | 272       | 71          |
| TOTAL              | 385       | 100         |

**Table 9:** Customer profile

**Document produced by Patient / P.A. at Pharmacy Shop****Graph 10:** Responses for Document produced by Patient / P.A. at Pharmacy Shop

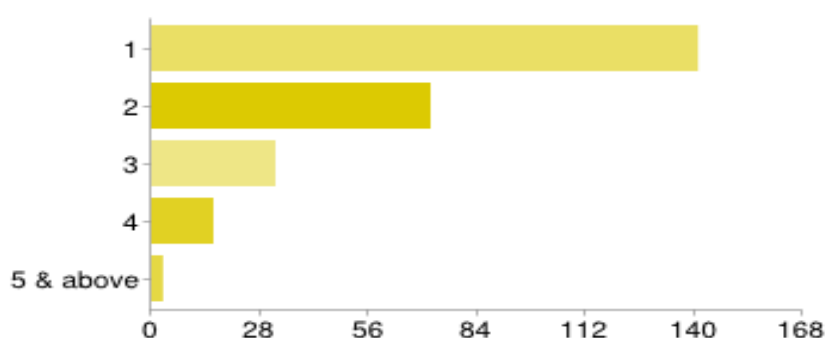
| <b>DOCUMENTS</b>                       | <b>Frequency</b> | <b>Percentage%</b> |
|----------------------------------------|------------------|--------------------|
| <b>OPD CARD</b>                        | 316              | 82                 |
| <b>PRESCRIPTION SLIP</b>               | 20               | 5                  |
| <b>DISCHARGE SUMMARY</b>               | 16               | 4                  |
| <b>PLAIN SLIP</b>                      | 22               | 6                  |
| <b>LAB REPORT / INVESTIGATION SLIP</b> | 4                | 1                  |
| <b>OTHERS</b>                          | 7                | 2                  |
| <b>TOTAL</b>                           | <b>385</b>       | <b>100</b>         |

**Table 10:** Responses for Document produced by Patient / P.A. at Pharmacy Shop**Were all the medicines given in a prescription available at the pharmacy?****Graph 11:** Responses for Availability of Prescribed Medicine

| <b>AVAILABILITY</b> | <b>Frequency</b> | <b>Percentage%</b> |
|---------------------|------------------|--------------------|
| <b>YES</b>          | 121              | 31                 |
| <b>PARTIALLY</b>    | 196              | 51                 |
| <b>NO</b>           | 68               | 18                 |
| <b>TOTAL</b>        | <b>385</b>       | <b>100</b>         |

**Table 11:** Responses for Availability of Prescribed Medicine

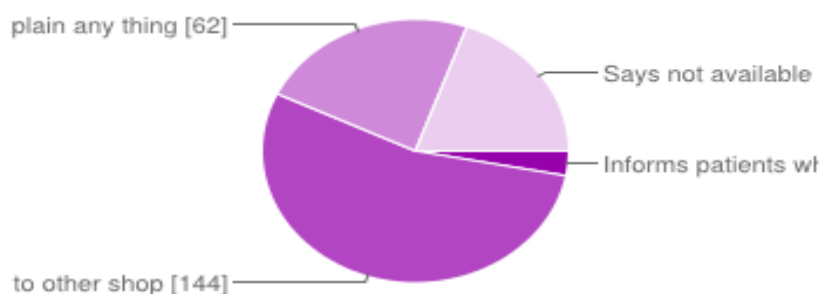
**No. of Non-available medicines**



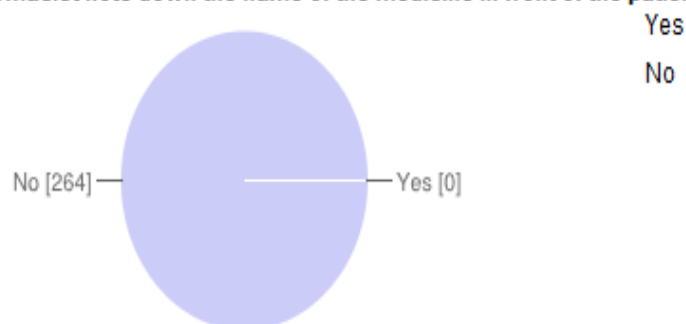
**Graph 12:** Responses for Non-availability of Prescribed Medicines

| <b>NON-AVAILABILITY</b>        | <b>Frequency</b> | <b>Percentage%</b> |
|--------------------------------|------------------|--------------------|
| <b>1 Medicine</b>              | 141              | 54                 |
| <b>2 Medicine</b>              | 72               | 27                 |
| <b>3 Medicine</b>              | 32               | 12                 |
| <b>4 Medicine</b>              | 16               | 6                  |
| <b>5 &amp; above Medicines</b> | 3                | 1                  |
| <b>Total</b>                   | <b>264</b>       | <b>100</b>         |

**Table 12:** Responses for Non-availability of Prescribed Medicines

**If not, Pharmacist****Graph 13: Pharmacist's Reply Response on Non-availability of Medicine**

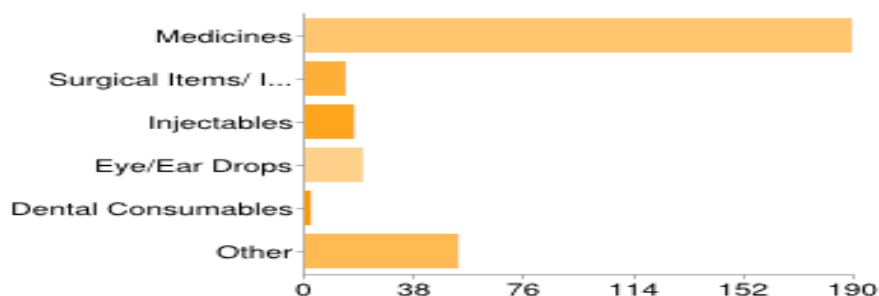
| <b>IF NOT, PHARMACIST</b>                | <b>Frequency</b> | <b>Percentage%</b> |
|------------------------------------------|------------------|--------------------|
| <b>INFORMS PATIENT WHEN TO COME NEXT</b> | 6                | 2                  |
| <b>REFERS TO OTHER SHOP</b>              | 144              | 55                 |
| <b>DOES NOT EXPLAIN ANY THING</b>        | 62               | 23                 |
| <b>SAYS NOT AVAILABLE IN THE SHOP</b>    | 52               | 20                 |
| <b>Total</b>                             | <b>264</b>       | <b>100</b>         |

**Table 13: Pharmacist's Reply Response on Non-availability of Medicine****Did pharmacist note down the name of the medicine in front of the patient that was not available****Graph 14: Pharmacist's Activity Response on Non-availability of Medicine**

| <b>NOTE DOWN NAME</b> | <b>Frequency</b> | <b>Percentage %</b> |
|-----------------------|------------------|---------------------|
| <b>YES</b>            | 0                | 0                   |
| <b>NO</b>             | 264              | 100                 |
| <b>Total</b>          | <b>264</b>       | <b>100</b>          |

**Table 14: Pharmacist's Activity Response on Non-availability of Medicine**

Note down the category which were not available



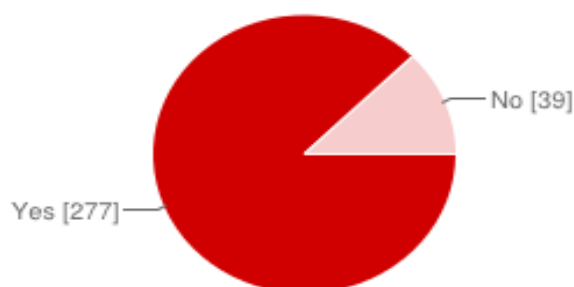
**Graph 15:** Responses for Non-available Categories

| <b>NON-AVAILABLE CATEGORIES</b>     | <b>Frequency</b> | <b>Percentage%</b> |
|-------------------------------------|------------------|--------------------|
| <b>MEDICINE</b>                     | 189              | 72                 |
| <b>SURGICAL ITEMS / INSTRUMENTS</b> | 14               | 5                  |
| <b>INJECTABLES</b>                  | 17               | 6                  |
| <b>EYE/NASAL DROPS</b>              | 20               | 8                  |
| <b>DENTAL CONSUMABLES</b>           | 2                | 1                  |
| <b>OTHER- CONSUMABLES</b>           | 53               | 20                 |
| <b>Total</b>                        | <b>264 (295)</b> | <b>112*</b>        |

**Table 15:** Response for Non-available Categories

\* Prescription may have more than one category as Non- available, so percentages may add up to more than 100 %.

Was the strength of the medicine same as that prescribed?

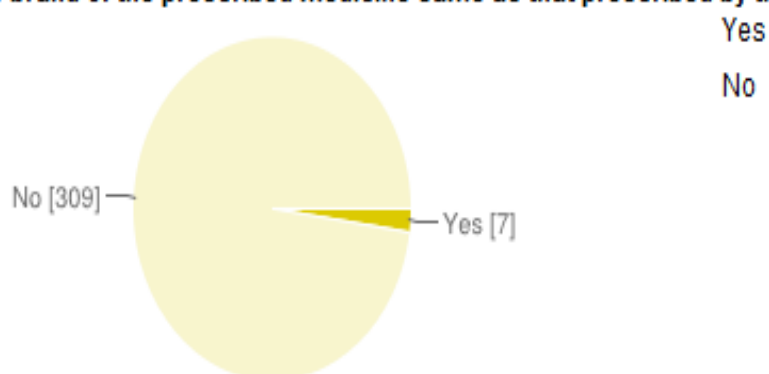


**Graph 16:** Responses for Strength of Medicine

| <b>STRENGTH OF MEDICINE</b> | <b>Frequency</b> | <b>Percentage%</b> |
|-----------------------------|------------------|--------------------|
| <b>YES</b>                  | 277              | <b>87</b>          |
| <b>NO</b>                   | 39               | 13                 |
| <b>TOTAL</b>                | <b>317</b>       | <b>100</b>         |

**Table 16:** Responses for Strength of Medicine

Was the brand of the prescribed medicine same as that prescribed by the Doctor?

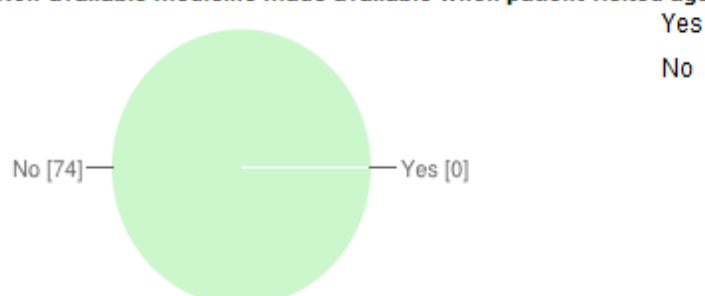


**Graph 17:** Responses for the Brand of the prescribed Medicine

| <b>BRAND OF MEDICINE</b> | <b>Frequency</b> | <b>Percentage%</b> |
|--------------------------|------------------|--------------------|
| <b>YES</b>               | 7                | <b>13</b>          |
| <b>NO</b>                | 309              | <b>87</b>          |
| <b>TOTAL</b>             | <b>317</b>       | 100                |

**Table 17:** Responses for the Brand of the prescribed Medicine

Was the Non-available medicine made available when patient visited again?

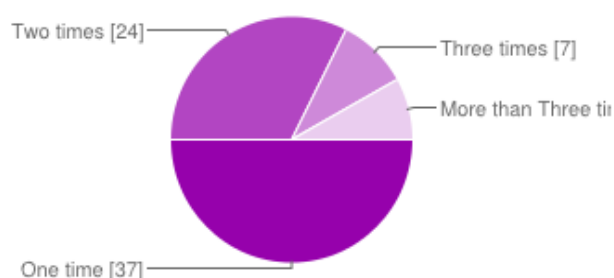


**Graph 18:** Responses for Non-available medicine's availability

| <b>MADE AVAILABLE</b> | <b>Frequency</b> | <b>Percentage%</b> |
|-----------------------|------------------|--------------------|
| <b>YES</b>            | 0                | <b>0</b>           |
| <b>NO</b>             | 74               | <b>100</b>         |
| <b>TOTAL</b>          | <b>74</b>        | <b>100</b>         |

**Table 18:** Responses for Non-available medicine's availability

How many times were you returned due to Non-availability of medicines?

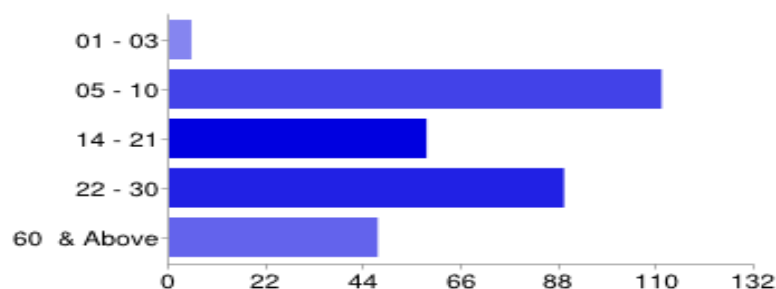


**Graph 19:** Responses for how many times customer returned back from the Shop

| <b>RETURNED BACK</b>         | <b>Frequency</b> | <b>Percentage%</b> |
|------------------------------|------------------|--------------------|
| <b>ONE TIME</b>              | 37               | <b>50</b>          |
| <b>TWO TIMES</b>             | 24               | <b>32</b>          |
| <b>THREE TIMES</b>           | 7                | <b>10</b>          |
| <b>MORE THAN THREE TIMES</b> | 6                | <b>8</b>           |
| <b>Total</b>                 | <b>74</b>        | <b>100</b>         |

**Table 19:** Responses for how many times customer returned back from the Shop

How many day's medicine had Patient purchased?

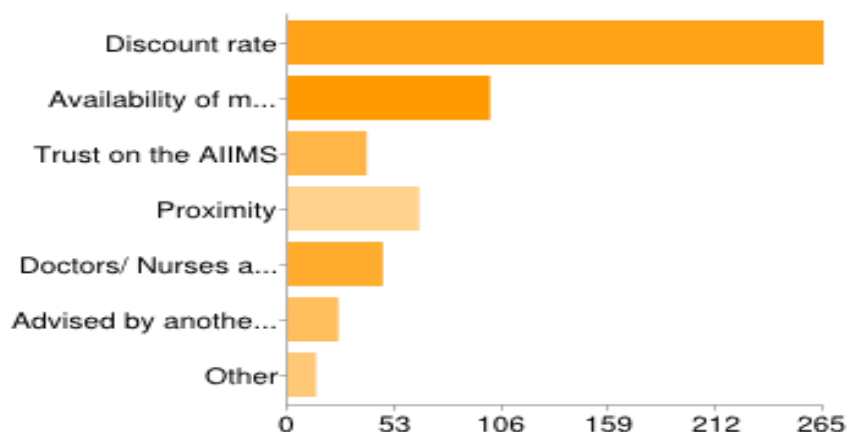


**Graph 20:** Responses for Medicinal purchase (in terms of days) by Patients / P.A.

| <b>MEDICINAL PURCHASE</b> | <b>Frequency</b> | <b>Percentage%</b> |
|---------------------------|------------------|--------------------|
| <b>01 – 03</b>            | 5                | 2                  |
| <b>05 – 10</b>            | 113              | 36                 |
| <b>14 – 21</b>            | 60               | 19                 |
| <b>22 – 30</b>            | 90               | 28                 |
| <b>60 &amp; ABOVE</b>     | 49               | 15                 |
| <b>Total</b>              | <b>317</b>       | <b>100</b>         |

**Table 20:** Responses for Medicinal purchase (in terms of days) by Patients / P.A.

**Reasons for preference of this Pharmacy shop**



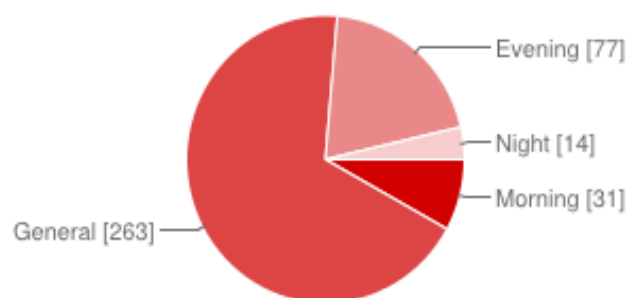
**Graph 21:** Reasons for Preference of the Pharmacy Shop

| <b>PREFERENCE FOR SHOP</b>        | <b>Frequency</b> | <b>Percentage%</b> |
|-----------------------------------|------------------|--------------------|
| <b>DISCOUNT RATE</b>              | 265              | 69                 |
| <b>AVAILABILITY OF MEDICINE</b>   | 100              | 26                 |
| <b>TRUST ON AIIMS, HOSPITAL</b>   | 39               | 10                 |
| <b>PROXIMITY</b>                  | 65               | 17                 |
| <b>DOCTORS/NURSES ADVICE</b>      | 47               | 12                 |
| <b>ADVISED BY ANOTHER PATIENT</b> | 25               | 7                  |
| <b>OTHERS</b>                     | 14               | 4                  |
| <b>TOTAL</b>                      | <b>385 (555)</b> | <b>145*</b>        |

**Table 21:** Reasons for Preference of the Pharmacy Shop

\* Preference choice for one individual may have more than one, so percentages may add up to more than 100 %.

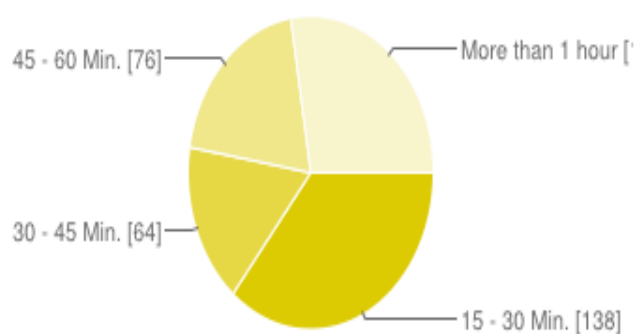
At which shift patient came at the pharmacy shop

**Graph 22:** Shift wise Responses from the Patients/P.A.

| SHIFT   | Frequency | Percentage% |
|---------|-----------|-------------|
| MORNING | 31        | 8           |
| GENERAL | 263       | 68          |
| EVENING | 77        | 20          |
| NIGHT   | 14        | 4           |
| TOTAL   | 385       | 100         |

**Table 22:** Shift wise Responses from the Patients/P.A.

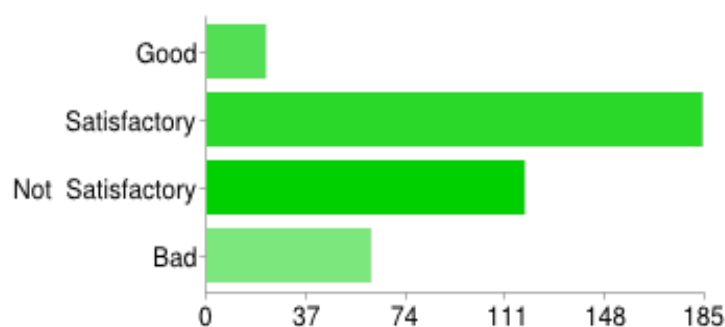
Approximate duration from handing over the prescription till the dispensing of the medicine

**Graph 23:** Waiting time form queue to till receiving of Medicines

| WAITING TIME     | Frequency | Percentage% |
|------------------|-----------|-------------|
| 15 – 30 Min.     | 138       | 36          |
| 30 – 45 Min.     | 64        | 17          |
| 45 – 60 Min.     | 76        | 20          |
| More than 1 hour | 107       | 28          |
| TOTAL            | 385       | 100         |

**Table 23:** Waiting time form queue to till receiving of Medicines

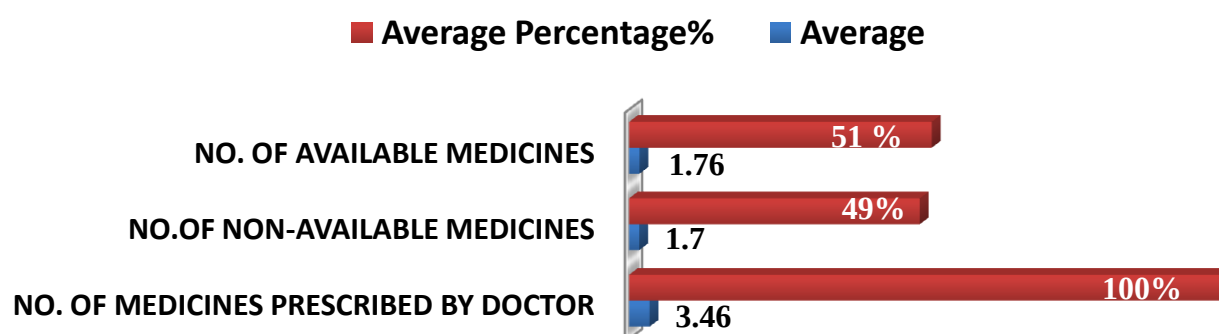
Rate on the basis of availability of the medicine at the 24\*7 pharmacy shop

**Graph 24:** Rating responses for Availability of the Medicines

| <b>AVAILABILITY OF MEDICINES</b> | <b>Frequency</b> | <b>Percentage%</b> |
|----------------------------------|------------------|--------------------|
| <b>GOOD</b>                      | 22               | <b>6</b>           |
| <b>SATISFACTORY</b>              | 184              | <b>47</b>          |
| <b>NOT SATISFACTORY</b>          | 118              | <b>31</b>          |
| <b>BAD</b>                       | 61               | <b>16</b>          |
| <b>TOTAL</b>                     | 385              | <b>100</b>         |

**Table 24:** Rating responses for Availability of the Medicines

Average % &amp; Average Values of some important variables

**Graph 25:** Average Percentage & Average values of some important variables

| <b>VARIABLES</b>                             | <b>Average</b> | <b>Average Percentage%</b> |
|----------------------------------------------|----------------|----------------------------|
| <b>NO. OF MEDICINES PRESCRIBED BY DOCTOR</b> | 3.46           |                            |
| <b>NO. OF NON-AVAILABLE MEDICINES</b>        | 1.70           | <b>49</b>                  |
| <b>NO. OF AVAILABLE MEDICINES</b>            | 1.76           | <b>51</b>                  |

**Table 25:** Average Percentage & Average values of some important variables

## RESULTS AND CONCLUSION

- 60% of Patients arrive from outside the state, therefore, Non-availability of the drugs at the first visit would make it logistically difficult second visit, for the Patients, both financially & otherwise. Since 76% of the Patient populace is Urban, Substitution and Non-availability of drugs will be quickly observed by the relatively Educated (90%) & aware Patients.
- A significant no. i.e. 22% of the Patient fall in the age group 45-60 years. Such a group is sometimes dependants on others and is also physiologically more compromised than the younger patients, thus the splitting of the drug doses can result in Medication Error due to incorrect dosage leading to adverse events. It can also lead to poor compliance.
- There are **17%** Female Patients and **6%** of the patients are above 60 years (Geriatric patients). There is space constraints, therefore this clientele find the difficult to manoeuvre itself up to the counter.
- **47%** of people being dissatisfied/ unhappy can be explained by the fact that in **49%** cases the drugs are not available.
- On an average no. of drugs prescribed in one prescription is **3.5**
- Average no. non-available drugs are **1.70 (49%)**.
- Average no. available drugs are **1.76 (51%)**.
- So **55%** cases the patient is referred by the pharmacist to their own outlet, where the 56% discount is not available & hence there is a possibility of this being intentional thus the affordability objective of the 24x7 pharmacy is lost.

### PREFERENCE FOR SHOP

- A significant 69% opined that the primary reason was discounted rate.
- 74% patient were aware of the non- availability of drugs. This may explain the relatively high Satisfaction rate of 47%.

## GAP ANALYSIS

|   | Terms & Conditions                                                                                                                                                                                                                                                                                                                                                                                                             | Observation                                                                                                                                                                                                                                                                                                                                          | Remarks              |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1 | <b>Area-</b><br>The * <b>Licensee</b> has the right to occupy a build up structure comprising <b>357 Sq.Ft.</b> (33.15 Sq. M.) @ Rs.455/-per Sq. M., <i>temporarily</i> at the AIIMS.                                                                                                                                                                                                                                          | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                  |                      |
| 2 | <b>For opening Chemist Shop-</b><br>The Licensee has to pay, <b>Licence fee</b> of Rs. @ 15083/-per month.                                                                                                                                                                                                                                                                                                                     | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                  |                      |
| 3 | <b>Performance Security-</b><br>The Licencee shall have to deposit a <b>Performance Security</b> of Rs. <b>50,000,00</b> (Rupees Fifty Lakhs Only) in form of <b>Bank Guarantee Deposit</b> which will be refunded only after the expiry of the Agreement or its termination & payable only after removal by the Licensee of its belongings from the site.                                                                     | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                  |                      |
| 4 | <b>Performance Security</b> is liable to be forfeited if selected chemist:<br>4.1 Fails to adhere to the Terms & Conditions of the contract.<br>4.2 Supplies any sub-standard, spurious Medicines, <b>substituted Medicine</b> etc.<br>4.3 <b>Non-availability of common Medicine/Surgical consumables, etc.</b><br>4.4 Over-changing i.e. not offering the pre-determined discount<br>4.5 Non-payment of rent/any other dues. | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><input type="checkbox"/> YES <input type="checkbox"/> NO | Can not be concluded |
| 5 | The chemist <b>should not stop</b> the sale of the Medicines/ Surgical Consumables/Implants /Orthotic & Prosthetic Devices etc. Without giving <b>30 days</b> prior notice to AIIMS.                                                                                                                                                                                                                                           | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                                                                                                                                                  | -----                |
| 6 | <b>Expenditure on establishment</b> of shop, broadband Internet connectivity, telephone, electricity, water etc. shall be borne by the chemist.                                                                                                                                                                                                                                                                                | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                  |                      |

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                            |                                                           |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| 7    | The Licencee should hold a valid <b>drug licence</b> to sell the Medicine/Surgical Consumables/Implants/ Orthotic & Prosthetic Devices in the AIIMS premises.                                                                                                                                                                                                                                                                         | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                        |                                                           |
| 8    | The Licencee is required to pay <b>water charges</b> @ Rs.100/-per month in addition to licence fee.                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                   | Can not be concluded                                      |
| 9    | In order to carry on the above work of running the said shop, the <b>responsibility</b> of obtaining other <b>general/drug licences/permissions</b> , if any, from competent authority, viz., NDMC or any statutory bodies, etc., shall be that of the <b>Licensee</b> .                                                                                                                                                              | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                        |                                                           |
| 10.  | <b>Sale of Medicine etc.-</b>                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                            |                                                           |
| 10.1 | <b><u>Sufficient stock</u></b> of standard quality of Medicine/Surgical Consumables/Implants/ Orthotic & Prosthetic Devices at all times will have to be maintained by the chemist.                                                                                                                                                                                                                                                   | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                   | No Specified criteria's are given & They did not disclose |
| 10.2 | The chemist will indicate <b>name</b> of the Medicine, <b>quantity</b> , <b>batch number</b> , <b>date of expiry</b> including <b>Discount</b> given in the <b>computerized Cash Memo</b> at the time of supplying the Medicines/ Surgical items to the purchaser.                                                                                                                                                                    | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                        |                                                           |
| 10.3 | The Medicines/Consumables, Surgical Implants, Instruments etc. will be sold to patients against <ul style="list-style-type: none"> <li>• <b>valid prescription by the AIIMS doctor</b></li> <li>• <b>at 56% discount on MRP.</b></li> </ul>                                                                                                                                                                                           | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | Some cases were registered for the same                   |
| 10.4 | The Medicines/Surgical items etc. to be supplied will be of standard quality. In case, it is found that any particular Medicines/Surgical items etc. <b>has expired</b> or <b>is near to its date of expiry</b> or <b>found not to be of quality</b> , or <b>substandard</b> or <b>spurious</b> , chemist will liable to be penalized, which may include being debarred for a period of <b>3 years</b> besides other legal actions as | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                        |                                                           |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                     |                                                              |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
|    | <p>may be necessary.</p> <p>10.5 Chemist will ensure use of “<b>BAR-CODING</b>” on each item and <b>optical scanner</b> at point of sales.</p>                                                                                                                                                                                                                                                                                                        | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                 | One faulty Bar-coding is found                               |
| 11 | <p><b>Non substitution of Medicine/drug-</b></p> <p>The chemist will not change <b>Drug/Molecule</b> mentioned by the treating doctor. In case of request for <b>specific brand</b> of medicines, the brand shall not be <u>substitute irrationally</u>. However, the chemist shop will be provided with a list of all the <b>Standard Manufacturers</b>; duly recommended by the <b>Monitoring Committee</b> constituted by the Director, AIIMS.</p> | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                 |                                                              |
| 12 | <p><b>Return of unconsumed stock of Medicines / Surgical items-</b></p> <p>Chemist will accept the stock of <b>unconsumed/ unused</b> stock of Medicines/ Surgical consumables items etc. from patients, if returned to him in <b>good &amp; original pack</b> within a <b>week</b> of purchase along with the original <b>cash memo</b> &amp; refund the <b>original amount</b>.</p>                                                                 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                 | But time is the constraint as they do it only between 4-7pm. |
| 13 | <p><b>Packed Supplies in Original packing/ Manufacturer-</b></p> <p>Supplies are required to be made in <b>original packing</b> of manufacturer. The packing should approximately be nearest to the total quantity demanded of any particular medicine/drug on any particular day.</p>                                                                                                                                                                | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                 |                                                              |
| 14 | <p><b>Inventory &amp; billing management-</b></p> <p>14.1 Inventory management will be through <b>computerized</b> system. All the items will be sold only through <b>computerized billing</b>.</p> <p>14.2 <b>Monthly returns of sales</b> shall be submitted to AIIMS.</p>                                                                                                                                                                          | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input type="checkbox"/> YES <input type="checkbox"/> NO | They did not disclose                                        |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                           |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 15 | <b>Individual Packets-</b><br>The chemist shall put all Medicines/Surgical items as per the prescription <b>per patient</b> in the packet & write the <b>name &amp; quantity</b> of Medicines <b>on the packet</b> of the patient.                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                       |  |
| 16 | <b>Inspection of the shop-</b><br><b>Periodical</b> inspection by the duly constituted Monitoring Committee will be carried out <b>to verify</b> the stock position of the Medicines, <b>cold chain</b> maintenance, <b>bar coding</b> etc.                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                       |  |
| 17 | <b>Security Management-</b><br>17.1 The Licensee & all its employees will always prove their Identity through <b>I.D. Cards</b> issued by owner/management of licensee after due <b>police verification</b> & security clearance from the <b>AIIMS's Security department</b> .<br>17.2 A <b>list of all the employees</b> with their full details is required to be submitted to the <b>Security Department &amp; Estate Section</b> .<br>17.3 Licencee will also follow instruction for Security Management of the Institute issued time to time. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO<br><br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |  |
| 18 | The Licensee will not be allowed <b>to cook</b> or use <b>gas stove, kerosene</b> stove in the premises.                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                       |  |
| 19 | <b>Comply of orders-</b><br>19.1 The Licensee shall fulfil & diligently comply with all the directions. General or special orders issued by the <b>**Licensor</b> from time to time.<br>19.2 The Licensee shall not do anything in or outside the said space which may create any nuisance to the passerby/general public/other facilities or services.                                                                                                                                                                                            | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                            |  |

[illegible]

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                  |                             |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
|    | <p>21.3 <b>No excavation or alterations-</b> the Licensee shall not take any excavations or alterations in the basic structure of the premises. However, such request for modification purely on temporary basis in the interest of improving patient care service may be considered by the Licensor.</p> <p>21.4 <b>No encroachment-</b> the Licensee hereby agree that no benches/tables/counters/hording, etc. are allowed to be fixed outside the defined premises &amp; surrounding area shall be open for free movement of general public.</p> <p>21.5 <b>Clean &amp; Tidy-</b> the Licensee shall keep the premises as well the surrounding areas clean &amp; tidy.</p>                                           | <p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> |                             |
| 22 | <p>The Licensee <b>shall not</b> cause any destruction, any addition or <b>make publicity</b> whatsoever in the premises under any circumstances &amp; in the event of failure to abide by the same shall tantamount to breach/ violation of terms &amp; conditions of the agreement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                                                                                                       |                             |
| 23 | <p><b>Penalty for default-</b>The Licensor shall be entitled to forfeit the security deposit &amp; cancel the Licence in the event of breach of any of the terms &amp; condition or clauses of this agreement by the Licensee.</p> <p>23.1 The firm will also ensure availability of all Medicine &amp; Surgical consumables at all times. In case of non-availability of any item, <b><i>the firm will procure the requisite item from the nearby market &amp; provided the same within an hour to the patient.</i></b></p> <p>23.2 In case the chemist fails to supply the prescribed Medicines &amp; other items, a penalty will be imposed with has to be decided on the merit of the complaint by the Licensor.</p> | <p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                                       | <p>Can not be concluded</p> |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                 |                                                         |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
|    | 23.3 In case of prescription for specific brand of Medicine & other items, the same shall not be substituted. If any such case is noticed during random check/complain by the purchaser etc. after the payment, then chemist will be penalized for Rs. 1000/- plus cost of the specific brand for each such default.                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                                             |                                                         |
| 24 | <b>Termination of the contract-</b> The AIIMS may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder terminate the Contract in whole or part by giving one month notice: <ul style="list-style-type: none"> <li>i. If the bidder fails to provide any or all the services within the period(s) specified in the contract.</li> <li>ii. If the bidder fails to perform any other obligation(s) under the contract.</li> <li>iii. If the bidder, In the judgment of the AIIMS has engaged in *corrupt or **fraudulent practice in competing for or in executing the contract</li> </ul> | <p>Whether this clause violated-</p> <p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> | <p>Can not be concluded</p> <p>Can not be concluded</p> |

Source: Licence Deed and Tender No. xx-277/Chemist Shop

#### 4.07 INDULGENCE IN CORRUPT OR FRAUDULENT PRACTICES

The Institute requires that the Bidder under this bid observes the highest standards of ethics during the procurement and execution of this contract.

In pursuance of this policy, the terms are set forthwith as follows:

- a) **\*“Corrupt practice”** means offering, giving, receiving or soliciting anything of value to influence the action of the public official in the contract execution; and
- b) **\*“Fraudulent practice”** means misrepresentation of facts in order to influence the execution of the contract to the detriment of the Institute, and it includes collusive practices among Bidders (prior to or after bid submission) designed to deprive the Institute of the benefits of free and open competition.

# TENTATIVE LIST OF PRESCRIBED MEDICINES

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

OPHTHALMOLOGY

| S# | Name of Medicine           | Strength | Route | Remarks |
|----|----------------------------|----------|-------|---------|
| 1  | e/d CARBOXYMETHYL CELULOSE |          | T     |         |
| 2  | e/d MILFLOX                | 0.5%     | T     |         |
| 3  | e/d HA                     | 2%       | T     |         |
| 4  | e/d PREDNISOLONE ACETATE   |          | T     |         |
| 5  | e/d IOTIM                  | 0.5%     | T     |         |
| 6  | e/d DORZOX                 |          | T     |         |
| 7  | e/d BIMATOPRAST            |          | T     |         |
| 8  | e/d TIMALOL                |          | T     |         |
| 9  | e/d PDN                    |          | T     |         |
| 10 | e/d HOMATRAPINE            | 1%       | T     |         |
| 11 | T. WYSOLONE                | 1 Mg     | O     |         |
| 12 | e/d REFRESH TEAR           |          | T     |         |
| 13 | e/d VIGAMOX                | 0.5%     | T     |         |
| 14 | e/d GENTEAL                |          | T     |         |
| 15 | <b>e/d LUMIGAN</b>         |          | T     | Costly  |
| 16 | <b>e/d TRAVATAN</b>        |          | T     | Costly  |
| 17 | <b>e/d COMBIGAN</b>        |          | T     | Costly  |
| 18 | <b>e/d XOVALNA</b>         |          | T     | Costly  |
| 19 | T. FLEXON                  |          | O     |         |
| 20 | T. DIAMOX                  | 250 Mg   | O     |         |

(Senior Resident)

**Dr. R.P. Centre for Ophthalmic Science**

AIIMS, New Delhi

Room No. 324

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**CARDIOLOGY CLINIC**

| S# | Name of Medicine        | Strength       | Route | Remarks |
|----|-------------------------|----------------|-------|---------|
| 1  | T. ECOSPIRIN            | 75-325 Mg      | ORAL  |         |
| 2  | T. STORVAS              | 10-80 Mg       | ORAL  |         |
| 3  | T. CARDACE              | 1.25-10 Mg     | ORAL  |         |
| 4  | T. METOLAR-XL           | 25-100 Mg      | ORAL  |         |
| 5  | T. DYTOR/DYTOR PLUS     | 5-20 Mg        | ORAL  |         |
| 6  | T. RAMACE               | 2.5-10 Mg      | ORAL  |         |
| 7  | T. LANOXIN              | 0.125-0.5 Mg   | ORAL  |         |
| 8  | T. DEPLATT              | 75-150 Mg      | ORAL  |         |
| 9  | T. CARDIOVAS            | 3.125-12.5 Mg  | ORAL  |         |
| 10 | T. LASIX                | 10-40 Mg       | ORAL  |         |
| 11 | T. ALDACTONE            | 10-50 Mg       | ORAL  |         |
| 12 | T. LASILACTONE          | 20/50,10/25 Mg | ORAL  |         |
| 13 | T. ATEN                 | 50-100 Mg      | ORAL  |         |
| 14 | T. AMTAS/AMLONG/AMLOVAS | 2.5-10 Mg      | ORAL  |         |
| 15 | T. DILZEM               | 30-120 Mg      | ORAL  |         |
| 16 | T. CARDARONE            | 100-400 Mg     | ORAL  |         |
| 17 | T. REPACE               | 25-100 Mg      | ORAL  |         |
| 18 | T. LOSAR                | 25-100 Mg      | ORAL  |         |
| 19 | T. TELMA/TELMA-H        | 40 Mg          | ORAL  |         |
| 20 | T.BETALOC SR            | 25-100 Mg      | ORAL  |         |
| 21 | Inj. PENIDURE           | 1.2 Mu         | I.V   |         |

(Senior Resident)

**Department Of Cardiology**

AIIMS, New Delhi-29

CT-3 ICU

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**NEUROLOGY CLINIC**

| S# | Name of Medicine    | Strength | Route | Remarks |
|----|---------------------|----------|-------|---------|
| 1  | T. ENCORATE         | 500 Mg   | ORAL  |         |
| 2  | T. ZEN-R/TEN-R      | 200 Mg   | ORAL  |         |
| 3  | T. LEVIPIL          | 500 Mg   | ORAL  |         |
| 4  | T. EPTIDN           | 100 Mg   | ORAL  |         |
| 5  | T. ECOSPIRIN        | 150 Mg   | ORAL  |         |
| 6  | T. ATORVE           | 10 Mg    | ORAL  |         |
| 7  | T. PREGABIN         | 75 Mg    | ORAL  |         |
| 8  | T. ZENOEAE          | 300 Mg   | ORAL  |         |
| 9  | T. TRIPLANT         | 10 Mg    | ORAL  |         |
| 10 | T. GABAPIN          | 300 Mg   | ORAL  |         |
| 11 | T. MYESTIN/GRAVITOR | 60 Mg    | ORAL  |         |
| 12 |                     |          |       |         |
| 13 |                     |          |       |         |
| 14 |                     |          |       |         |
| 15 |                     |          |       |         |
| 16 |                     |          |       |         |
| 17 |                     |          |       |         |
| 18 |                     |          |       |         |
| 19 |                     |          |       |         |
| 20 |                     |          |       |         |

(Senior Resident)

**Department of Neurology**

Neuro Science Centre

AIIMS, New Delhi-29

Room No. 6

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**MEDICAL ONCOLOGY UNIT-I**

| S# | Name of Medicine        | Strength | Route     | Remarks |
|----|-------------------------|----------|-----------|---------|
| 1  | T./Inj. DEXEMITHERON    |          | ORAL/I.V. |         |
| 2  | T./Inj. ONDENSETRON     |          | ORAL/I.V. |         |
| 3  | Inj. PADITAXOL          |          | I.V.      |         |
| 4  | Inj. CAEBOPLATIN        |          | I.V.      |         |
| 5  | T./Inj. ETIPOSID        |          | ORAL/I.V. |         |
| 6  | Inj. CISPLATIN          |          | I.V.      |         |
| 7  | Inj. ADRIAMYCIN         |          | I.V.      |         |
| 8  | T./Inj. THALIDEMID      |          | ORAL/I.V. |         |
| 9  | T./Inj. LENALIDEMID     |          | ORAL/I.V. |         |
| 10 | Inj. BIRTIZOMIB         |          | I.V.      |         |
| 11 | T./Inj. PRIDNISOLON     |          | ORAL/I.V. |         |
| 12 | Inj. VIRICRESTIN        |          | I.V.      |         |
| 13 | T./Inj. TRAMADOL        |          | ORAL/I.V. |         |
| 14 | T./Inj. ULTRACET        |          | ORAL/I.V. |         |
| 15 | Inj. GEMCILEBINE        |          | I.V.      |         |
| 16 | Inj. VINBLASTIN         |          | I.V.      |         |
| 17 | T./Inj. CYCLOPHOSPHAMID |          | ORAL/I.V. |         |
| 18 | Inj. SFU                |          | I.V.      |         |
| 19 | T./Inj. CAPECITABINR    |          | ORAL/I.V. |         |
| 20 | Inj. DAUNORUTRCINS      |          | I.V.      |         |

(Senior Resident)

**Medical Oncology**

Dr. B.R.A, I.R.C.H.

AIIMS, New Delhi-29

Room No. 6

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

GERIATRIC CLINIC

| S# | Name of Medicine | Strength | Route | Remarks |
|----|------------------|----------|-------|---------|
| 1  | T. LOSAR         | 50 Mg    | ORAL  |         |
| 2  | T. GLYCOWET      |          | O     |         |
| 3  | T. GLYCOMET GP2  |          | O     |         |
| 4  | T. LEON          | 750 Mg   | O     |         |
| 5  | T. PAN           | 40 Mg    | O     |         |
| 6  | T. OSTEOFOS      |          | O     |         |
| 7  | T.GEMCAL-D5      |          | O     |         |
| 8  | T. BIO D3-MAX    |          | O     |         |
| 9  | T. UPRISE-D3     |          | O     |         |
| 10 | T. NEXITO        | 5 Mg     | O     |         |
| 11 | T. NEXITO-PLUS   |          | O     |         |
| 12 | T. MIRTA-Z       | 15 Mg    | O     |         |
| 13 | T. DONAMEN       |          | O     |         |
| 14 | T. CLAVUM        | 625 Mg   | O     |         |
| 15 | T. TAXIM         | 200 Mg   | O     |         |
| 16 | T. MET-XL        | 50 Mg    | O     |         |
| 17 | T. COVERSYL      | 8 Mg     | O     |         |
| 18 | T. MEDROL        | 8 Mg     | O     |         |
| 19 |                  |          |       |         |
| 20 |                  |          |       |         |

(Senior Resident)

**GERIATRIC CLINIC**

AIIMS, New Delhi-29

Room No. 3

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

ENT CLINIC

| S# | Name of Medicine        | Strength   | Route | Remarks |
|----|-------------------------|------------|-------|---------|
| 1  | T. ESOMEPRazole         | 20-40 Mg   | ORAL  |         |
| 2  | T. AUGMENTIN            | 375/625 Mg | O     |         |
| 3  | T. ZENOCETRIZINE        | 5 Mg       | O     |         |
| 4  | T. FLUTICAZONE          |            | O     |         |
| 5  | T. LEVOFLOXALIN         | 500 Mg     | O     |         |
| 6  | T. CLINDAMYSIN          |            | O     |         |
| 7  | C. TRAMADOL             |            | O     |         |
| 8  | T. PARACETAMOL (COLPOL) | 500 Mg     | O     |         |
| 9  | T. ALLEGRA              |            | O     |         |
| 10 | T. WYSOLONE             |            | O     |         |
| 11 |                         |            |       |         |
| 12 |                         |            |       |         |
| 13 |                         |            |       |         |
| 14 |                         |            |       |         |
| 15 |                         |            |       |         |
| 16 |                         |            |       |         |
| 17 |                         |            |       |         |
| 18 |                         |            |       |         |
| 19 |                         |            |       |         |
| 20 |                         |            |       |         |

(Assistant Professor)

**Department of Otorhinolaryngology**

Head & Neck Surgery

AIIMS, New Delhi-29

Room No.-4103

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**HEAMATOLOGY CLINIC**

| S# | Name of Medicine         | Strength | Route | Remarks |
|----|--------------------------|----------|-------|---------|
| 1  | T. STRIDIMUNE            |          |       |         |
| 2  | T. CLIP                  |          |       |         |
| 3  | T. LEVIFLOX              |          |       |         |
| 4  | T. ARASID                |          |       |         |
| 5  | T. DAUNOMYCIN            |          |       |         |
| 6  | T. METHOTREXATE          |          |       |         |
| 7  | T. PRIMOLUT-N            |          |       |         |
| 8  | T. LEUNASE               |          |       |         |
| 9  | T. PREDNISOLONE/WYSOLONE |          |       |         |
| 10 | T. DEXAMETHASONE         |          |       |         |
| 11 | INJ. TARGOCID            |          |       |         |
| 12 | INJ. ENDOXAN             |          |       |         |
| 13 | INJ. VINCRISTINE         |          |       |         |
| 14 | T. PANTOCID              |          |       |         |
| 15 | T. JUNIOR LANZOL         |          |       |         |
| 16 | 20% HUMAN ALBUMIN        |          |       |         |
| 17 |                          |          |       |         |
| 18 |                          |          |       |         |
| 19 |                          |          |       |         |
| 20 |                          |          |       |         |

(Senior Resident)

**Department Of Haematology**

AIIMS, New Delhi-29

Room No. 32

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**GASTROLOGY CLINIC**

| S# | Name of Medicine       | Strength | Route | Remarks |
|----|------------------------|----------|-------|---------|
| 1  | T. RANTAC              | 150 Mg   | ORAL  |         |
| 2  | T. PANTOCID            | 40 Mg    | O     |         |
| 3  | T. RANTAC-D            |          | O     |         |
| 4  | T. DOMSTAL-DT          |          | O     |         |
| 5  | T. NORMAXIN            |          | O     |         |
| 6  | T. TRYPTOMER           |          | O     |         |
| 7  | T. MESACOL             |          | O     |         |
| 8  | T. UDILIV              |          | O     |         |
| 9  | T. TENOFOVIR           |          | O     |         |
| 10 | T. ENTECAVIR           |          | O     |         |
| 11 | T. SPASMOPROXYVON      |          | O     |         |
| 12 | T. COLIMAX             |          | O     |         |
| 13 | SYP. CREMAFFIN         |          | O     |         |
| 14 | SYP. LACTIHEP          |          | O     |         |
| 15 | SYP. LOOZ              |          | O     |         |
| 16 | ISAPGULLA HESK(POWDER) |          | O     |         |
| 17 | BOLEX(POWDER)          |          | O     |         |
| 18 | LACTIFIBER(POWDER)     |          | O     |         |
| 19 |                        |          |       |         |
| 20 |                        |          |       |         |

(Senior Resident)

**Department Of Gastrology**

AIIMS, New Delhi-29

Room No. 6

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

ENDOCRINOLOGY CLINIC

| S# | Name of Medicine | Strength  | Route | Remarks |
|----|------------------|-----------|-------|---------|
| 1  | T. GLIMEPERIDE   | 2 Mg      | ORAL  |         |
| 2  | T. METFORNIN     | 500 Mg    | ORAL  |         |
| 3  | T. SHELCAL       | 500 Mg    | ORAL  |         |
| 4  | VIT-D SACHET     | 60,000 IU | ORAL  |         |
| 5  | T. ELTROXIN      | 100 Mg    | ORAL  |         |
| 6  | T. GLICLAZIDE    | 60 Mg     | ORAL  |         |
| 7  | T. NEO MERLAZOE  | 10 Mg     | ORAL  |         |
| 8  | T. VILDAGLIPTIN  | 50 Mg     | ORAL  |         |
| 9  |                  |           |       |         |
| 10 |                  |           |       |         |
| 11 |                  |           |       |         |
| 12 |                  |           |       |         |
| 13 |                  |           |       |         |
| 14 |                  |           |       |         |
| 15 |                  |           |       |         |
| 16 |                  |           |       |         |
| 17 |                  |           |       |         |
| 18 |                  |           |       |         |
| 19 |                  |           |       |         |
| 20 |                  |           |       |         |

(Senior Resident)

**Department Of Endocrinology**

AIIMS, New Delhi-29

Room No. 8

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

NEPHROLOGY CLINIC

| S# | Name of Medicine      | Strength | Route    | Remarks           |
|----|-----------------------|----------|----------|-------------------|
| 1  | T. TELMA/TELMISAT     |          | ORAL     |                   |
| 2  | T. OLMERANTAN (OLVEY) |          | ORAL     |                   |
| 3  | T. PREDNISOLONE       |          | ORAL     |                   |
| 4  | T. PAN-40             |          | ORAL     |                   |
| 5  | INJ. NEORECORMON*     |          | I.V.     | *They Substitute  |
| 6  | INJ. VLEPOX/ EPOFIT** |          | I.V.     | **They Substitute |
| 7  | T. EIDO-FE            |          | ORAL     |                   |
| 8  | T. HEURFA             |          | ORAL     |                   |
| 9  | T. AUTVIA             |          | ORAL     |                   |
| 10 | T. PROLOMET           |          | ORAL     |                   |
| 11 | T. ACTIBLOK           |          | ORAORALL |                   |
| 12 | T. REPACEL            |          | ORAL     |                   |
| 13 | T. REMISTAR           |          | ORAL     |                   |
| 14 | T. ARULOVAS/ARULOVY   |          | ORAL     |                   |
| 15 |                       |          |          |                   |
| 16 |                       |          |          |                   |
| 17 |                       |          |          |                   |
| 18 |                       |          |          |                   |
| 19 |                       |          |          |                   |
| 20 |                       |          |          |                   |

(Senior Resident)

**Department Of Nephrology**

AIIMS, New Delhi-29

Room No. 11

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**SURGERY OPD**

| S# | Name of Medicine    | Strength | Route | Remarks |
|----|---------------------|----------|-------|---------|
| 1  | T.PAN-40            | 40 Mg    | ORAL  |         |
| 2  | T. PANTOCID/PANTOP  | 40 Mg    | O     |         |
| 3  | T. CLAVUM/AGMENTIN  | 625 Mg   | O     |         |
| 4  | T. MOXIKIND-CV      | 625 Mg   | O     |         |
| 5  | T. HETRAZAN/EOFILES | 100 Mg   | O     |         |
| 6  | T. CIPLOX-TZ        | 500 Mg   | O     |         |
| 7  | T. NORFLOX-TZ       | 400 Mg   | O     |         |
| 8  | T. NOWORM           | 400 Mg   | O     |         |
| 9  | T. LEVOFLOX         | 500 Mg   | O     |         |
| 10 | T. FLEXON           |          | O     |         |
| 11 | T. LYSOFLAM         |          | O     |         |
| 12 | T. CHYMORAL FORTE   |          | O     |         |
| 13 | T. FLOZEN-PLUS      |          | O     |         |
| 14 | SYP. ARISTOZYME     |          | O     |         |
| 15 | FILIXOV NEOGADIRE   |          |       |         |
| 16 | OINT. ANOVATE       |          | LA    |         |
| 17 | OINT. RUTICOOOL     |          | LA    |         |
| 18 | OINT. BETADIRE      |          | LA    |         |
| 19 | OINT. MEGAHEAL      |          | LA    |         |
| 20 | SYP. K-MAC          |          | O     |         |

(Senior Resident)

**Department Of Surgery**

AIIMS, New Delhi-29

Room No. 4

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**ORTHOPAEDICS UNIT-I**

| S# | Name of Medicine         | Strength | Route | Remarks |
|----|--------------------------|----------|-------|---------|
| 1  | T.CALPOL                 |          | ORAL  |         |
| 2  | T.DOLENTIA-P/ACENAL-P    |          | O     |         |
| 3  | T. ZERODOL-P             |          | O     |         |
| 4  | T. ULTRACET/TRD-MD       |          | O     |         |
| 5  | T. ZERODOL-TH            |          | O     |         |
| 6  | T. PREGALEX-M/PRELOGIC-M |          | O     |         |
| 7  | T. ME-PR                 |          | O     |         |
| 8  | T. NEWBONA-PLUS          |          | O     |         |
| 9  | T. OSTEOSET              |          | O     |         |
| 10 | T. OSTEOCERIN            |          | O     |         |
| 11 | T. ACECLO-P              |          | O     |         |
| 12 | T. TAPENTA               |          | O     |         |
| 13 |                          |          |       |         |
| 14 |                          |          |       |         |
| 15 |                          |          |       |         |
| 16 |                          |          |       |         |
| 17 |                          |          |       |         |
| 18 |                          |          |       |         |
| 19 |                          |          |       |         |
| 20 |                          |          |       |         |

(Senior Resident)

**Department Of Orthopedics**

AIIMS, New Delhi-29

Room No. 13

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**GYNAE OPD**

| S# | Name of Medicine    | Strength | Route | Remarks |
|----|---------------------|----------|-------|---------|
| 1  | C. AUTRIN           | 100 Mg   | ORAL  |         |
| 2  | T. SHELCAL          | 500 Mg   | O     |         |
| 3  | T. DOXYCYCLIN       | 100 Mg   | O     |         |
| 4  | T. METROGYL         | 400 Mg   | O     |         |
| 5  | T. ZENFLOX-OZ       |          | O     |         |
| 6  | T.MECOBAL FORETE    |          | O     |         |
| 7  | FIBRELACT POWDER    |          | LA    |         |
| 8  | T.FOLGEL-PLUS       |          | O     |         |
| 9  | Io PREP.            |          | LA    |         |
| 10 | NS-3litre           |          | LA    |         |
| 11 | MULTI-VITAMINS TAB. |          | O     |         |
| 12 | T. RANTAC           | 150 Mg   | O     |         |
| 13 |                     |          |       |         |
| 14 |                     |          |       |         |
| 15 |                     |          |       |         |
| 16 |                     |          |       |         |
| 17 |                     |          |       |         |
| 18 |                     |          |       |         |
| 19 |                     |          |       |         |
| 20 |                     |          |       |         |

(Senior Resident)

**Gynae OPD**

AIIMS, New Delhi-29

Room No. 6

## 24x7 Pharmacy Shop at AIIMS

### Tentative List of Prescribed Medicines

Speciality

**DERMATOLOGY**

| S# | Name of Medicine        | Strength | Route   | Remarks |
|----|-------------------------|----------|---------|---------|
| 1  | FUCIDIC ACID            |          | TOPICAL |         |
| 2  | MUPIROCIN               |          | T       |         |
| 3  | CLOTRIMAZOLE            |          | T       |         |
| 4  | MOMETASONE              |          | T       |         |
| 5  | CLOBETASOL              |          | T       |         |
| 6  | T. ACYCLVIR             |          | O       |         |
| 7  | T. CEFADROXIL           |          | O       |         |
| 8  | T. CLOXACILLIN          |          | O       |         |
| 9  | T. PREDMSOLONE          |          | O       |         |
| 10 | T. AZATHROPRINE         |          | O       |         |
| 11 | T. CYCLOPHOSPHAMIDE     |          | O       |         |
| 12 | T. CICLOSPORIN          |          | O       |         |
| 13 | T. FLUCONAZOLE          |          | O       |         |
| 14 | INJ. METHYL PREDMSOLONE |          | I.V.    |         |
| 15 | INJ. DEXAMETHASONE      |          | I.V.    |         |
| 16 | INJ. CYCLOPHOSPHAMIDE   |          | I.V.    |         |
| 17 | EYE DROPS               |          |         |         |
| 18 | STEROID                 |          |         |         |
| 19 | ANTIBIOTICS             |          |         |         |
| 20 | TEAR DROPS              |          |         |         |

(Senior Resident)

**SKIN OPD**

AIIMS, New Delhi-29

Room No. 1136

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**ANNEXURES**Confidential  
Only for study purpose**APPENDIX 1****PERFORMA**Respondent ID 

| Section A: General Information |                       |                                                                                                                          |                  |
|--------------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------|------------------|
| A1                             | OPD Reg. No./UHID No. |                                                                                                                          |                  |
| A2                             | CR No. /Ward No.      |                                                                                                                          |                  |
| A3                             | Area of residence     | <ul style="list-style-type: none"> <li>• Rural</li> <li>• Urban</li> </ul>                                               | 1<br>2           |
| A4                             | State                 |                                                                                                                          |                  |
| A5                             | Type of Patient       | <ul style="list-style-type: none"> <li>• OPD</li> <li>• IPD</li> <li>• Discharged</li> <li>• Others (specify)</li> </ul> | 1<br>2<br>3<br>4 |
| A5_1                           | If OPD patient        | <ul style="list-style-type: none"> <li>• New</li> <li>• Follow up</li> </ul>                                             | 1<br>2           |

| Section B : Personal Information |                           |                                                                                                                            |             |
|----------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------|
| S#                               | Question                  | Label                                                                                                                      | Response    |
| B1                               | Age                       | <input type="text"/>                                                                                                       |             |
| B2                               | Sex                       | <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>                                                 | 1<br>2      |
| B3                               | Educational qualification | <ul style="list-style-type: none"> <li>• Illiterate</li> <li>• Literate, Non-Formal</li> <li>• Literate, Formal</li> </ul> | 1<br>2<br>3 |

| Section C : Study Specific Information |                                                              |                                                                                                                                                                                                                                       |                                 |
|----------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| S#                                     | Question                                                     | Label                                                                                                                                                                                                                                 | Response                        |
| C1                                     | Customer Profile                                             | <ul style="list-style-type: none"> <li>• Patient</li> <li>• Patient –attendant</li> </ul>                                                                                                                                             | 1<br>2                          |
| C2                                     | Documents produced by Patient/P.A at pharmacy counter        | <ul style="list-style-type: none"> <li>• OPD Card</li> <li>• Prescription Slip</li> <li>• Discharge Summary</li> <li>• Lab report/Investigation Slip</li> <li>• Plain Slip</li> <li>• Verbally</li> <li>• Others (specify)</li> </ul> | 1<br>2<br>3<br>4<br>5<br>6<br>7 |
| C3                                     | No. of medicines prescribed by Doctor                        |                                                                                                                                                                                                                                       | <input type="text"/>            |
| C4                                     | No. of medicines made available to patient                   |                                                                                                                                                                                                                                       | <input type="text"/>            |
| C5                                     | Were all the prescribed medicines available at the pharmacy? | <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                 | 1<br>2                          |
| C6                                     | If not, pharmacist:                                          | <ul style="list-style-type: none"> <li>• Inform patients when to come next</li> <li>• Refers to other shop</li> <li>• Does not explain anything</li> <li>• Says not available in shop</li> </ul>                                      | 1<br>2<br>3<br>4                |

|       |                                                                                                   |                                                                                                                                                                                                                                                          |                                 |   |
|-------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---|
| C7    | Did pharmacist note down the name of the medicine that is not available                           | <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                    | 1<br>2                          |   |
| C8    | Note down the name & category which were not available:                                           | <ul style="list-style-type: none"> <li>• Medicines</li> <li>• Surgical items/Instruments</li> <li>• Injectables</li> <li>• Eye/Nasal drops</li> <li>• Dental consumables</li> <li>• Others (Specify)</li> </ul>                                          | 1<br>2<br>3<br>4<br>5           |   |
| C9    | Was the strength of the medicine same as that prescribed?                                         | <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                    | 1<br>2                          |   |
| C9_1  | If not, then note down difference between                                                         | <ul style="list-style-type: none"> <li>• <u>Prescribed</u>    <u>Provided</u></li> <li>.....                  .....</li> <li>.....                  .....</li> <li>.....                  .....</li> </ul>                                               |                                 |   |
| C10   | Was the brand of the prescribed medicine same as that prescribed by the doctor?                   | <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                    | 1<br>2                          |   |
| C10_1 | If not, then note down difference between                                                         | <ul style="list-style-type: none"> <li>• <u>Prescribed</u>    <u>Provided</u></li> <li>.....                  .....</li> <li>.....                  .....</li> <li>.....                  .....</li> </ul>                                               |                                 |   |
| C11   | Was the non-available medicine made available when you visited again?                             | <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                    | 1<br>2                          | → |
| C12   | How many times were you returned due to non-availability of medicines?<br>(For follow up patient) | <ul style="list-style-type: none"> <li>• One Time</li> <li>• Two Times</li> <li>• Three Times</li> <li>• More than Three times</li> </ul>                                                                                                                | 1<br>2<br>3<br>4                | → |
| C13   | How many days' medicine had doctor prescribed?                                                    | <input type="text"/>                                                                                                                                                                                                                                     |                                 |   |
| C14   | How many days' medicine have patient purchased?                                                   | <input type="text"/>                                                                                                                                                                                                                                     |                                 |   |
| C15   | Reasons for preference of this pharmacy shop :                                                    | <ul style="list-style-type: none"> <li>• Discount rate</li> <li>• Availability of medicines</li> <li>• Trust on AIIMS</li> <li>• Proximity</li> <li>• Doctors/Nurse advice</li> <li>• Advised by another Patients</li> <li>• Others (specify)</li> </ul> | 1<br>2<br>3<br>4<br>5<br>6<br>7 | → |
| C16   | At which shift Patient came to the shop                                                           | <ul style="list-style-type: none"> <li>• Morning</li> <li>• General</li> <li>• Evening</li> <li>• Night</li> </ul>                                                                                                                                       | 1<br>2<br>3<br>4                |   |
| C17   | Approximate duration from handing over the prescription till the dispensing of the medicine.      | <ul style="list-style-type: none"> <li>• 15- 30 min</li> <li>• 30- 45 min</li> <li>• 45- 60 min</li> <li>• More than 1 hour</li> </ul>                                                                                                                   | 1<br>2<br>3<br>4                | → |
| C18   | Please rate the availability of the medicine provided in the 24×7 pharmacy                        | <ul style="list-style-type: none"> <li>• Good</li> <li>• Satisfactory</li> <li>• Not satisfactory</li> <li>• Bad</li> </ul>                                                                                                                              | 1<br>2<br>3<br>4                | → |

## APPENDIX 2

## CHECK LIST

|   | Terms & Conditions                                                                                                                                                                                                                                                                                                                                                                                                                                          | Observation                                                                                                                                                                                                                                                                                              | Remarks |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1 | <b>Area-</b><br>The * <b>Licensee</b> has the right to occupy a build up structure comprising <b>357 Sq.Ft.</b> (33.15 Sq. M.) @ Rs.455/-per Sq. M., <b>temporarily</b> at the AIIMS.                                                                                                                                                                                                                                                                       | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 2 | <b>For opening Chemist Shop-</b><br>The Licensee has to pay, <b>Licence fee</b> of Rs. @ 15083/-per month.                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 3 | <b>Performance Security-</b><br>The Licencee shall have to deposit a <b>Performance Security</b> of Rs. <b>50,000,00</b> (Rupees Fifty Lakhs Only) in form of <b>Bank Guarantee Deposit</b> which will be refunded only after the expiry of the Agreement or its termination & payable only after removal by the Licensee of its belongings from the site.                                                                                                  | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 4 | <b>Performance Security</b> is liable to be forfeited if selected chemist:<br><b>4.6</b> Fails to adhere to the Terms & Conditions of the contract.<br><b>4.7</b> Supplies any sub-standard, spurious Medicines, <b>substituted Medicine</b> etc.<br><b>4.8 Non-availability of common Medicine/Surgical consumables, etc.</b><br><b>4.9</b> Over-changing i.e. not offering the pre-determined discount<br><b>4.10</b> Non-payment of rent/any other dues. | <input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> YES <input type="checkbox"/> NO |         |
| 5 | The chemist <b>should not stop</b> the sale of the Medicines/ Surgical Consumables/Implants /Orthotic & Prosthetic Devices etc. Without giving <b>30 days</b> prior notice to AIIMS.                                                                                                                                                                                                                                                                        | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 6 | <b>Expenditure on establishment</b> of shop, broadband Internet connectivity, telephone, electricity, water etc. shall be borne by the chemist.                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 7 | The Licencee should hold a valid <b>drug licence</b> to sell the Medicine/Surgical Consumables/Implants/ Orthotic & Prosthetic Devices in the AIIMS premises.                                                                                                                                                                                                                                                                                               | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 8 | The Licencee is required to pay <b>water charges</b> @ Rs.100/-per month in addition to licence fee.                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |
| 9 | In order to carry on the above work of running the said shop, the <b>responsibility</b> of obtaining other <b>general/drug licences/permissions</b> , if any, from competent authority, viz., NDMC or any statutory bodies, etc., shall be that <b>of the Licensee</b> .                                                                                                                                                                                    | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                 |         |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                 |  |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 10. | <p><b>Sale of Medicine etc.-</b></p> <p><b>10.1 Sufficient stock of standard quality</b> of Medicine/Surgical Consumables/Implants/Orthotic &amp; Prosthetic Devices at all times will have to be maintained by the chemist.</p> <p><b>10.2</b> The chemist will indicate <b>name</b> of the Medicine, <b>quantity</b>, <b>batch number</b>, <b>date of expiry</b> including <b>Discount</b> given in the <b>computerized Cash Memo</b> at the time of supplying the Medicines/ Surgical items to the purchaser.</p> <p><b>10.3</b> The Medicines/Consumables, Surgical Implants, Instruments etc. will be sold to patients against</p> <ul style="list-style-type: none"> <li>• <b>valid prescription by the AIIMS doctor</b></li> <li>• <b>at 56% discount on MRP.</b></li> </ul> <p><b>10.4</b> The Medicines/Surgical items etc. to be supplied will be of standard quality. In case, it is found that any particular Medicines/Surgical items etc. <b>has expired</b> or <b>is near to its date of expiry</b> or <b>found not to be of quality</b>, or <b>substandard</b> or <b>spurious</b>, chemist will liable to be penalized, which may include being debarred for a period of <b>3 years</b> besides other legal actions as may be necessary.</p> <p><b>10.5</b> Chemist will ensure use of “<b>BAR-CODING</b>” on each item and <b>optical scanner</b> at point of sales.</p> | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> |  |
| 11  | <p><b>Non substitution of Medicine/drug-</b></p> <p>The chemist will not change <b>Drug/Molecule</b> mentioned by the treating doctor. In case of request for <b>specific brand</b> of medicines, the brand shall not be <u><b>substitute irrationally</b></u>. However, the chemist shop will be provided with a list of all the <b>Standard Manufacturers</b>; duly recommended by the <b>Monitoring Committee</b> constituted by the Director, AIIMS.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                                                                                                                                                                                                                 |  |
| 12  | <p><b>Return of unconsumed stock of Medicines / Surgical items-</b></p> <p>Chemist will accept the stock of <b>unconsumed/ unused</b> stock of Medicines/ Surgical consumables items etc. from patients, if returned to him in <b>good &amp; original pack</b> within a <b>week</b> of purchase along with the original <b>cash memo</b> &amp; refund the <b>original amount</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                                                                                                                                                                                                                 |  |

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| 13 | <b>Packed Supplies in Original packing/ Manufacturer-</b><br>Supplies are required to be made in <b>original packing</b> of manufacturer. The packing should approximately be nearest to the total quantity demanded of any particular medicine/drug on any particular day.                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                 |  |
| 14 | <b>Inventory &amp; billing management-</b><br><b>14.1</b> Inventory management will be through <b>computerized</b> system. All the items will be sold only through <b>computerized billing</b> .<br><b>14.2 Monthly returns of sales</b> shall be submitted to AIIMS.                                                                                                                                                                                                                                                                                                   | <input type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input type="checkbox"/> YES <input type="checkbox"/> NO                                                                 |  |
| 15 | <b>Individual Packets-</b><br>The chemist shall put all Medicines/Surgical items as per the prescription <b>per patient</b> in the packet & write the <b>name &amp; quantity</b> of Medicines <b>on the packet</b> of the patient.                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                 |  |
| 16 | <b>Inspection of the shop-</b><br><b>Periodical</b> inspection by the duly constituted Monitoring Committee will be carried out <b>to verify</b> the stock position of the Medicines, <b>cold chain</b> maintenance, <b>bar coding</b> etc.                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                 |  |
| 17 | <b>Security Management-</b><br><b>17.1</b> The Licensee & all its employees will always prove their Identity through <b>I.D. Cards</b> issued by owner/management of licensee after due <b>police verification</b> & security clearance from the <b>AIIMS's Security department</b> .<br><b>17.2</b> A <b>list of all the employees</b> with their full details is required to be submitted to the <b>Security Department &amp; Estate Section</b> .<br><b>17.4</b> Licencee will also follow instruction for Security Management of the Institute issued time to time. | <input type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input type="checkbox"/> YES <input type="checkbox"/> NO |  |
| 18 | The Licensee will not be allowed <b>to cook</b> or use <b>gas stove, kerosene</b> stove in the premises.                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                 |  |
| 19 | <b>Comply of orders-</b><br><b>19.1</b> The Licensee shall fulfil & diligently comply with all the directions. General or special orders issued by the <b>**Licensor</b> from time to time<br><b>19.2</b> The Licensee shall not do anything in or outside the said space which may create any nuisance to the passerby/general public/other facilities or services.                                                                                                                                                                                                    | <input type="checkbox"/> YES <input type="checkbox"/> NO<br><br><br><input type="checkbox"/> YES <input type="checkbox"/> NO                                                             |  |

[illegible]

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|    | <p><b>21.4 No encroachment-</b> the Licensee hereby agree that no benches/tables/counters/hording, etc. are allowed to be fixed outside the defined premises &amp; surrounding area shall be open for free movement of general public.</p> <p><b>21.5 Clean &amp; Tidy-</b> the Licensee shall keep the premises as well the surrounding areas clean &amp; tidy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                 |  |
| 22 | <p>The Licensee <b>shall not</b> cause any destruction, any addition or <b>make publicity</b> whatsoever in the premises under any circumstances &amp; in the event of failure to abide by the same shall tantamount to breach/ violation of terms &amp; conditions of the agreement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>                                                                                                                                 |  |
| 23 | <p><b>Penalty for default-</b>The Licensor shall be entitled to forfeit the security deposit &amp; cancel the License in the event of breach of any of the terms &amp; condition or clauses of this agreement by the Licensee.</p> <p><b>23.1</b> The firm will also ensure availability of all Medicine &amp; Surgical consumables at all times. In case of non-availability of any item, the firm will procure the requisite item from the nearby market &amp; provided the same within an hour to the patient.</p> <p><b>23.2</b> In case the chemist fails to supply the prescribed Medicines &amp; other items, a penalty will be imposed with has to be decided on the merit of the complaint by the Licensor.</p> <p><b>23.3</b> In case of prescription for specific brand of Medicine &amp; other items, the same shall not be substituted. If any such case is noticed during random check/complain by the purchaser etc. after the payment, then chemist will be penalized for Rs. 1000/- plus cost of the specific brand for each such default.</p> | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> |  |
| 24 | <p><b>Termination of the contract-</b>The AIIMS may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder terminate the Contract in whole or part by giving one month notice:</p> <p>iv. If the bidder fails to provide any or all the services within the period(s) specified in the contract.</p> <p>v. If the bidder fails to perform any other obligation(s) under the contract.</p> <p>vi. If the bidder. In the judgment of the AIIMS has engaged in corrupt or fraudulent practice in competing for or in executing the contract</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> |  |



