STANDARD OPERATING PROCEDURE

Pharmacy Opening and Closing SOP

Document no.	SOP-PHA-009
Revision	1.0
Owner	Pharmacist in Charge
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To open and close the pharmacy consistently and securely each day, confirming systems, cash and controlled substances are checked, and the site is left ready for the next shift.

2. Scope

Applies to daily opening and closing tasks for the pharmacy department. Controlled substance reconciliation detail is covered by the controlled substances handling SOP.

Definitions

Pharmacist on duty	The pharmacist responsible for the pharmacy during a given shift, whose license must be displayed as required by local regulations.
Will-call bin	The storage area holding filled prescriptions waiting for patient pickup.
End-of-day close	The set of tasks completed to secure the pharmacy and reconcile the day's activity before leaving.

3. Responsibilities

Pharmacy Technician	Performs opening and closing checklist tasks, including cash and stock checks.
Pharmacist	Verifies controlled substance counts, confirms system readiness and signs off the checklist.
Pharmacist in Charge	Sets the opening and closing checklist policy and reviews exceptions.

RACI matrix

Activity	Pharmacy Technician	Pharmacist	Pharmacist in Charge
Disarm or arm alarm and unlock or lock doors	R/A	I	-
Check overnight refrigerator temperature log	R/A	I	-
Count starting and closing cash drawer	R	A	I
Verify controlled substance safe count	C	R/A	I
Complete opening or closing	R	A	I

Activity	Pharmacy Technician	Pharmacist	Pharmacist in Charge
checklist sign-off			

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Opening and closing checklist
- Alarm system and door keys or codes
- Cash drawer and count sheet
- Pharmacy dispensing system terminal
- Controlled substance safe log
- Pharmaceutical waste containers

Personal protective equipment

- Disposable nitrile gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Disarm the alarm and unlock** Disarm the security system and unlock the pharmacy entrance, checking for any signs of forced entry before proceeding further.	Pharmacy Technician	☐
5.2	**Check the overnight temperature log** Review the refrigerator and freezer temperature log or continuous logger for any overnight excursion before touching cold-chain stock.	Pharmacy Technician	☐
5.3	**Power on and log into systems** Power on workstations, log into the pharmacy dispensing system, and confirm connectivity to the insurance adjudication network.	Pharmacy Technician	☐
5.4	**Count the starting cash drawer** Count the cash drawer against the closing count from the previous day and record the starting balance on the count sheet. **Checkpoint:** The starting cash count matches the prior day's recorded closing balance.	Pharmacy Technician	☐
5.5	**Verify the controlled substance safe count** Confirm the physical controlled substance safe count matches the perpetual inventory balance before the pharmacy opens for business.	Pharmacist	☐
5.6	**Review overnight queues** Check overnight voicemail, fax and electronic prescription queues, and prioritize any urgent refill or new prescription requests.	Pharmacy Technician	☐
5.7	**Confirm the pharmacist on duty posting** Confirm the current pharmacist on duty's license is displayed as required and update it if the shift pharmacist has changed.	Pharmacist	☐
5.8	**Restock the will-call and front counter** Restock will-call bins, bags and front counter supplies needed for the day's dispensing volume.	Pharmacy Technician	☐

Step	Task	Owner	Done
5.9	**Process the day's final transactions** At close, complete any prescriptions in progress and process the last patient transactions before shutting down dispensing for the day.	Pharmacy Technician	☐
5.10	**Count and reconcile the closing cash drawer** Count the cash drawer at close, reconcile it against the day's transaction total, and record any variance on the count sheet.	Pharmacy Technician	☐
5.11	**Secure controlled substances and back up systems** Confirm the controlled substance safe is locked and reconciled, and initiate the nightly system data backup before leaving.	Pharmacist	☐
5.12	**Lock up and arm the alarm** Dispose of pharmaceutical waste in its designated container, secure all doors and windows, and arm the alarm system before leaving the site.	Pharmacy Technician	☐

6. Quality checks

- Starting cash count matches the prior day's closing balance.
- Controlled substance safe count is verified both opening and closing.
- Overnight temperature logs are reviewed before cold-chain stock is used.
- The opening and closing checklist is signed off by the pharmacist each day.

7. Records

- Opening and closing checklist
- Cash drawer count sheets
- Controlled substance safe log
- Overnight temperature log review notes

8. KPIs

- Percentage of days with a matched cash drawer count
- Number of controlled substance safe discrepancies at open or close
- Average time to complete opening tasks
- Number of missed checklist items per audit

9. Common mistakes

- Skipping the overnight temperature log review before using refrigerated stock.
- Counting cash without reconciling it against the prior day's closing figure.
- Forgetting to back up the system before leaving at close.
- Leaving the controlled substance safe unverified at open or close.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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