STANDARD OPERATING PROCEDURE

Pharmacy Prescription Dispensing SOP

Document no.	SOP-PHA-001
Revision	1.0
Owner	Pharmacist in Charge
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every prescription is entered, filled and verified accurately, and handed to the correct patient with the counseling and documentation required by the pharmacist in charge.

2. Scope

Applies to new prescriptions dropped off, sent electronically or phoned in for outpatient dispensing. Controlled substances and compounded prescriptions follow their own additional SOPs.

Definitions

DUR	Drug utilization review, a check of a prescription against the patient's profile for interactions, duplication or dosing concerns.
Final verification	The pharmacist's check of the filled prescription against the original order before it is released to the patient.
NDC	National Drug Code, the number identifying the specific manufacturer, drug and package size dispensed.

3. Responsibilities

Pharmacy Technician	Enters the prescription, fills the medication and prepares it for pharmacist verification.
Pharmacist	Performs the DUR, final verification, and counsels the patient at pickup.
Pharmacist in Charge	Sets dispensing policy, resolves escalated clinical questions and reviews near-miss reports.
Patient	Provides accurate identification and health information and confirms understanding at pickup.

RACI matrix

Activity	Pharmacy Technician	Pharmacist	Pharmacist in Charge	Patient
Enter prescription into pharmacy system	R/A	I	-	C
Perform drug utilization review	-	R/A	I	-
Fill and label the medication	R/A	C	-	-

Activity	Pharmacy Technician	Pharmacist	Pharmacist in Charge	Patient
Perform final verification	I	R/A	-	-
Resolve clinical escalation on the order	I	R	A	I

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

4. Materials and PPE

Materials, tools and systems

- Pharmacy dispensing system
- Barcode scanner and label printer
- Prescription vials, bottles and bags
- Patient medication profile and allergy record
- Insurance adjudication terminal
- Prescription drop-off and will-call bins

Personal protective equipment

- Disposable nitrile gloves, when handling loose tablets or capsules

5. Procedure

Step	Task	Owner	Done
5.1	**Receive and log the prescription** Accept the prescription by drop-off, electronic transmission or phone, and confirm it is legible, complete and from an authorized prescriber before logging it into the queue.	Pharmacy Technician	☐
5.2	**Enter the prescription into the system** Enter the drug, strength, quantity, directions and prescriber information into the pharmacy dispensing system, matching the patient to their existing profile.	Pharmacy Technician	☐
5.3	**Check the patient profile and allergies** Review the patient's profile for known allergies, current medications and prior adverse reactions before proceeding to insurance processing. **Checkpoint:** Any newly reported allergy or reaction is flagged in the patient profile before the order continues.	Pharmacy Technician	☐
5.4	**Process insurance or payment** Submit the claim for adjudication or confirm the cash price, resolving any rejection code with the payer or the patient before filling begins.	Pharmacy Technician	☐
5.5	**Perform the drug utilization review** Review the system's DUR alerts for interactions, duplicate therapy, dosing range and allergy conflicts, and document how each alert was resolved. **Warning:** Do not override a severe interaction or allergy alert without documenting the clinical reasoning.	Pharmacist	☐
5.6	**Fill the medication** Select the correct product using barcode scanning, count or measure the quantity, and place it in the appropriate container.	Pharmacy Technician	☐

Step	Task	Owner	Done
5.7	**Label the container** Print and apply the label showing the patient name, drug, strength, directions, quantity and prescriber, and attach any required auxiliary warning labels.	Pharmacy Technician	☐
5.8	**Perform final verification** Compare the filled product, label and quantity against the original prescription, checking the NDC, patient name and directions before approving release. **Checkpoint:** Final verification confirms the product, strength, quantity and label all match the original prescription.	Pharmacist	☐
5.9	**Offer patient counseling** Offer to counsel the patient on a new or changed prescription, following the patient counseling SOP for the discussion itself.	Pharmacist	☐
5.10	**Verify patient identity at pickup** Confirm the patient's identity using name and date of birth or another approved method before releasing the medication.	Pharmacy Technician	☐
5.11	**Collect payment and complete the transaction** Collect any copay or payment due, provide a receipt, and close out the prescription in the dispensing system as picked up.	Pharmacy Technician	☐
5.12	**File and store records** File the hard-copy prescription or confirm the electronic record is complete, and store it per the pharmacy's records retention schedule.	Pharmacy Technician	☐

6. Quality checks

- Every dispensed prescription has a documented pharmacist final verification.
- DUR alerts are resolved and documented before release.
- Patient identity is confirmed before handoff at pickup.
- Auxiliary warning labels match the drug's dispensing requirements.

7. Records

- Filled prescription records in the pharmacy system
- DUR alert resolution notes
- Insurance adjudication records
- Signed hard-copy prescriptions, where required

8. KPIs

- Average prescription turnaround time
- Percentage of prescriptions verified without a callback
- DUR override rate requiring pharmacist documentation
- Patient wait time at pickup

9. Common mistakes

- Filling before insurance rejections are resolved, leading to rework.
- Skipping the allergy check because the patient is a regular customer.
- Releasing medication before final verification is complete.
- Not confirming identity before handing over the bag.

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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