



Hospitals - Kakinada

Documentation code:

INH/MOM.Doc.No 19

Return medication to the pharmacy

Prepared date: 11/11/2025

Reference: MOM.6f.NABH Standards – 6th Edition

Issue Date: 11/11/2025

Issue no: 01

Review No: 0

Review date: 10/11/2026

1. Policy:

Inodaya Hospital ensures that all medications returned to the pharmacy are **verified, documented, stored appropriately, and processed according to their status** (usable, near expiry, damaged, or expired). Medications that are not fit for reuse shall be disposed of as per Biomedical Waste Management rules.

2. PURPOSE:

To ensure that medications returned from wards, departments, and patient-care areas to the pharmacy are handled safely, systematically, and in compliance with hospital standards, thereby preventing medication errors, contamination, wastage, and misuse.

3. Scope

This policy applies to:

- IP, OP Pharmacy
- All Inpatient Wards
- ICU, OT, Emergency, Day Care Units
- Nursing Stations
- Billing and Inventory Departments

4.0 procedure :

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Incharge - Pharmacy	Medical Director	Chief Executive Officer



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Types of Medications Eligible for Return

The following medications may be returned to the pharmacy:

1. **Unused, sealed, and intact medications**
2. **Properly stored medications** within expiry
3. **Dispensed but unopened medications** for discharged or transferred patients
4. **High-cost medications** that remain completely unused

Medications **NOT allowed** to be returned:

- Opened vials/ampoules
- Partially used syringes or IV bags
- Medications stored outside recommended temperature
- Items with missing labels
- Reconstituted or diluted drugs
- Controlled substances without counter-verification

Non-Medicinal Products (Food and Tonics)

Any non-medicinal products that you wish to return must be in the original packaging and unopened, in a condition fit for resale. If the product to be returned does not meet these conditions, Pharmacy will be unable to offer a refund. If these criteria are met, Patient and

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attendees must inform to pharmacy of your intended return within 14 days of receiving the order, before you return it to Pharmacy.

. Once the product has been received and checked by one of our staff, a refund will be authorized by the same method that the payment was made.

If the Item is damaged or Bill not available, or not matching to pharmacy batch no will not encouraged. All returns are allowed within one month only.

The right of cancellation and return of non-medicinal products in this clause do not affect the statutory rights of a consumer in relation to items that are faulty, damaged, incorrect or not as described.

Medicinal products:

- Any tablet, injectables, consumables, and fluids must be in the original packing and batch no, expiry date, and dose should be available, then the products are allowed to take returns.
- In case Batch number is not matching returns medicines are not allowed to take pharmacy.
- During the returns Bill number/bill paper/ and prescription should verify.
- All return medication should keep separately. In case drugs are not being used by the hospital, that drugs should return to the Vendors. From the vendors the return replacements can take 20 days,

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PHARMACY TO VENDOR RETURNS:

Damaged: Product transported directly from vendor that is damaged in transit from vendor shall be processed exclusively by vendor. Such damaged Product shall be immediately reported to Vendors.

Product Quality: that is unusable due to reasons related to Product quality arising out of the manufacturing of the Product (i.e., the physical characteristics of the Product deviate from the physical characteristics of the Product described in the prescribing information for the Product) shall Not be matched.

Product Ordered by a Customer For Specific Patient That Could Not Be Used Product not administered to a specific patient because:

- 1) Such patient has discontinued use of the Product due to an adverse event, patient death, or any other reason that prevents the patient from continuing therapy with the Customer seeking to return the Product, and
- 2) Such Customer has certified that Product cannot otherwise be used for such patient or any other patient before three (3) months prior to expiration date.

Product Ordered In Error

Product order in error: Product ordered and purchased from Vendor by a direct Customer and returned due to Customer's ordering error. Such Product shall only be returnable if Customer notifies it of the error in writing within five (5) business days of receipt of the Transport pertaining to the ordering error and Vendor confirms receipt of request to return.

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