

Introduction to Hospital Store Procedures

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Purpose: Provide a concise, easy-to-read guide for staff who manage or interact with the hospital's central supply (store) functions.

1. What Is a Hospital Store?

Aspect	Description
Definition	Centralized department that purchases, receives, stores, and issues medical, surgical supplies, pharmaceuticals, and non-clinical items.
Key Goals	• Ensure continuous availability of safe, high-quality items • Control inventory costs • Maintain regulatory compliance (e.g., FDA, Joint Commission)
Typical Users	Nursing units, operating rooms, ICU, labs, housekeeping, maintenance, and outpatient clinics.

2. Core Process Flow

Demand ? Requisition ? Approval ? Purchase ? Receiving ? Put-away ?
Storage ?
Issue/Distribution ? Inventory Control ? Cycle Count/Physical Count

1. **Demand Generation** – Clinical staff identify a need (e.g., syringes, wound dressings).
 2. **Requisition** – Completed via electronic system (e.g., ERP, inventory software).
 3. **Approval** – Supervisor or automated workflow validates budget/stock levels.
 4. **Purchase** – Store places order with approved vendors.
 5. **Receiving** – Verify quantity, product code, expiration dates, and condition.
 6. **Put-away** – Assign items to designated storage locations (shelf, bin, temperature zone).
 7. **Storage** – Maintain optimal conditions (temperature, humidity, security).
 8. **Issue/Distribution** – Items are released to requesting units, logged for traceability.
 9. **Inventory Control** – Ongoing monitoring, periodic cycle counts, and annual physical counts.
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3. Key Procedures

3.1 Receiving & Inspection

Step	Action
A. Unload	Check delivery against purchase order (PO) and packing slip.
B. Verify	Confirm item name, SKU/NSN, lot/serial numbers, expiration dates, and quantity.
C. Inspect	Look for damage, tampering, or temperature excursions.
D. Record	Enter receipt data into the inventory system; attach documentation.
E. Quarantine (if needed)	Isolate items with discrepancies or out-of-spec conditions for review.

3.2 Put-away & Storage

Consideration	Requirement
Location coding	Use a logical scheme (e.g., A?01?02 = Aisle 1, Shelf 2).
Temperature zones	Ambient, refrigerated (2?8?°C), frozen (?20?°C), controlled?room (e.g., sterile processing).
Security	Controlled substances & high?value items stored in locked cabinets with access logs.
First?expire?first?out (FEFO)	Arrange items so the nearest expiration date is issued first.

3.3 Issue/Distribution

1. **Request receipt** – Verify request form or electronic order.
2. **Stock check** – Confirm availability; if insufficient, trigger back?order.
3. **Pick** – Use barcode scanner or RF device to pull correct item(s).
4. **Verify** – Cross?check item, lot/serial number, and expiration date with the request.
5. **Document** – System logs user, location, quantity, and time of issue.
6. **Deliver** – Hand over to unit; obtain signature if required for high