

## 4th year 8th semester

### Lecture № 6

**Fundamentals of office work in pharmacy organizations: rules and requirements for the preparation and movement of basic documents. Classification of documents. General rules of document flow. Means of mechanization of office work processes.**

#### Plan:

1. Document: characteristics, functions.
2. Types of documents.
3. Document details, ways of arranging document details.
4. Organizational and administrative documentation.
5. Document flow, requirements for document flow.
6. Signs of grouping documents into files.
7. Nomenclature of pharmacy affairs.
8. Means of mechanization of office work processes.

**Question 1.** Management activities are closely related to working with documents. The adoption and development of management decisions occurs on the basis of received and processed information, the carrier of which is a paper document.

A document - an object of labor in the field of management - is a material object with information secured by a man-made method of transmitting it in time and space.

The document does:

- general functions:
  - *informational* – any document is created to store information or to record information;
  - *social* – a document is a socially significant object, since a document can be generated by one or another social need;
  - *communicative* – the document acts as a means of communication between individual elements of the social structure, in particular between organizations (enterprises, institutions);
  - *cultural* – the document is a means of consolidation and transmission cultural traditions, which is best seen in large sets of documents, for example in scientific and technical documentation reflects the level of scientific and technical development of society;
- specific functions:
  - *management* – the document is a management tool (planning documents, reporting, organizational and administrative documents, etc.), specially created to implement management goals;
  - *legal* – a document is a means of consolidating and changing legal norms and legal relations in society (legislative and legal normative acts, initially created to fix legal norms and legal relations, as well as documents that acquire a legal function for a while, for example, they can be used as evidence use any document);
  - *function of a historical source* – the document acts as a source of historical information; this function can only be acquired part of the documents created (approximately 12-14%) and only after the documents have fulfilled their operational functions and are deposited in the archive.

The set of processes for creating and processing all documents in an organization (enterprise, institution) presupposes the presence of certain norms and requirements for the

preparation and execution of documents, the procedure for working with them, their processing, movement, storage, in other words, a documentation system.

**Question 2.** Documents ensuring the organization and functioning of pharmacy enterprises are divided into 3 groups:

1. organizational (instructions, regulations, rules, charters, etc.);
2. administrative (orders, decisions, etc.);
3. reference and information (official letters, reports and explanatory notes, protocols, etc.).

Sometimes documents on personnel (orders, statements, etc.) are also highlighted.

The composition and number of documents in various organizations (enterprises, institutions) is determined by the range of issues and the procedure for resolving them, as well as the volume and nature of the rights of the organization (enterprises, institutions) and its relationship with other organizations (enterprises, institutions).

Requirements for the preparation of documents are contained in the State Standard of the Russian Federation Unified Documentation Systems "Unified System of Organizational and Administrative Documentation. Documentation requirements." The standard establishes: the composition of document details; requirements for the preparation of document details, including document forms with a reproduction of the State Emblem of the Russian Federation.

**Question 3.** Each individual document includes a number of its constituent elements, which are called *details* (type name, author, addressee, title, etc.). The set of details arranged in a certain way in a document constitutes the form of this document. A specific type of document, for example an order, a protocol of an act, has its own form, which is called a standard form. The State Standard of the Russian Federation lists in a certain sequence the details inherent in all types of documents included in the unified system of organizational and administrative documentation. In total, the State Standard of the Russian Federation provides for 30 details.

The standard provides the maximum set of details that may be encountered during the preparation and execution of documents. There will be fewer details in a specific document.

There are two ways to arrange the details: longitudinal and angular.

When the details are arranged longitudinally, the name of the organization (enterprise, institution) is placed along the top field of the documents, and when the details are placed angularly, at the border of the left field in the upper corner. The most economical (in terms of use of sheet area) and convenient (for processing) is the corner method. Most official documents are drawn up on A4 (210 x 297) and A5 (148 x 210) paper.

Official documents are drawn up on forms, which means a standard sheet of paper with permanent information reproduced on it and space reserved for variable information. The form must be printed in a printing house.

The State Standard provides the dimensions of the form margins: left - 20 mm; top - at least 20 mm; right - at least 10 mm; lower - at least 20 mm.

Basic document details

**1. The name of the organization that** is the author of the document must correspond to the name enshrined in its constituent documents. Under the name of the organization indicate the abbreviated name, and in its absence, the full name of the parent organization (if any). The names of organizations of constituent entities of the Russian Federation, which have, along with the state language of the Russian Federation (Russian), the state language of the constituent entities of the Russian Federation, are printed in two languages.

**2. The date of the document** is the date of its signing or approval, for the protocol - the date of the meeting (decision making), for the act - the date of the event. Documents issued by two or more organizations must have the same (single) date. The date of the document is written in Arabic numerals in the sequence: day of the month, month, year. The day of the month and the month are written in two pairs of Arabic numerals, separated by a dot; year - in four Arabic numerals. A verbal-numeric method of formatting a date is allowed, for example June 05, 2024,

as well as formatting a date in the sequence: year, month, day of the month, for example: 2024.06.05.

**3. The place of compilation or publication of the document** is indicated if it is difficult to determine it using the details “Name of the organization”, “Reference data about the organization”. The place of compilation or publication is indicated taking into account the accepted administrative-territorial division; it includes only generally accepted abbreviations.

**4. The addressee** may be organizations, their structural divisions, officials or individuals. If the document is addressed to an official, then the initials are indicated before the surname. The name of the organization and its structural divisions are indicated in the nominative case.

**5. The title to the text** includes a brief summary of the document. The title must be consistent with the name of the document type. The title can answer the questions: what (about whom)? For example: “Order on the creation of a certification commission to conduct certification of pharmacists” or “Job description of a pharmacist-analyst.” The text of documents drawn up on A5 format may not include a title.

**6. The text of the document** is the main detail for the sake of which the entire document is compiled and executed. Document texts can be presented in the form of a questionnaire, a table, linked text, or a combination of these structures. In documentation practice, there are general requirements for all documents of governing bodies:

- 1) truthful, accurate, reliable coverage of events;
- 2) legally impeccable formulations, absence of double interpretations of the text;
- 3) maximum brevity with completeness of information;
- 4) preference for direct word order (subject followed by predicate);
- 5) correspondence is conducted from a third party.

The exception is *administrative* documents;

6) statements, memos, explanatory notes are written in the first person;

7) in the text of the document, two semantic parts are distinguished: one states the reasons and goals for creating the document, describes the facts and the events that prompted its compilation, and in the other conclusions are drawn, proposals, requests, orders. These two parts are visible even in if the document consists of one phrase (for example, “To organize a health day, we ask you to organize an on-site pharmacy kiosk”);

8) each new thought in the document must begin with a new paragraph.

Depending on the number of questions reflected in the text, documents are divided into simple and complex. Documents devoted to one issue are considered simple. If the content of a document concerns several independent issues, such a document is considered complex. Its execution and processing cause a number of difficulties (during registration, putting it under control, establishing the priority for resolving issues, placing the document in the “Case”). Therefore, it is recommended that the most numerous types of official documents be drawn up on one issue.

**7. The “Signature” detail includes:** the title of the position of the person who signed the document (full if the document is not drawn up on a letterhead document, and abbreviated for a document drawn up on a letterhead document); personal signature; decryption of signature (initials, surname).

#### **Question 4.** Drawing up organizational and administrative documentation

In addition to the general requirements for the text of a document, it is necessary to take into account that each type of document has its own characteristics in the preparation and design, and its own scheme for constructing the text.

**An order** is a legal act issued by the head of an organization, acting on the basis of unity of command, to resolve the main and operational tasks facing the organization.

According to the content, orders are divided into 2 groups: on general issues and on personnel. Usually these groups of orders are prepared and issued separately.

**Orders on general issues** are issued on the basis of instructions or on the initiative of the manager.

**Orders for personnel** are issued: hiring, transfer of positions, dismissal, granting leave, penalties. They have their own numbering.

Preparation of an order includes the following stages: studying the essence of the issue, preparing a draft document, approving the project, signing the order.

Basic details of the order:

- name of the type of order;
- date or index;
- title to the text;
- text;
- signature;
- internal approval (vising);
- author.

The text of the order usually consists of two parts: stating and administrative. The ascertaining part sets out the facts causing the issuance of the order. Sometimes this part of the order may be missing. The administrative part of the order forms its basis and is presented in imperative form. The administrative part begins with the word "I ORDER". It is printed in letters on a separate line.

Each planned event in the order is formalized as a separate paragraph; the paragraphs are numbered in Arabic numerals. At the end of the order, the person who is responsible for its execution is indicated. The final stage of work on the order is approval and signature. A special way to certify documents is approval. The stamp "APPROVED" is placed in the upper right corner.

**Minutes** are a document that records the progress of discussion of issues and decision-making at meetings of the organization's team, work meetings, etc. Minutes are usually kept during the meeting by the secretary. There are two types of protocols: full and short. The full protocol contains a record of all speeches at the meeting, the short one contains only the names of the speakers and a brief note about the topic of the speech. The decision on what form of protocol to keep is made by the head of the collegial body or the head of the organization.

The protocol is printed on a blank sheet of paper, where the details of the general form are reproduced, then the type of document is indicated - PROTOCOL, date, number. The date of the minutes is the day of the meeting. The title indicates the type of collegial activity as a result of which it is created. The text has two parts. The first contains strictly defined information, always arranged in the same order: chairman - last name and initials; secretary – surname and initials; were present – the composition of those present in the permanent collegial body is listed (their names are arranged in alphabetical order), then the positions and names of those invited are indicated. For large meetings, the number of people present is stated and a list is attached.

**Agenda** – indicates the issues proposed for discussion. Each question begins with the preposition "about" and is placed on a new line.

The second part of the protocol is the main one. All performances are recorded in it. It is organized into sections in accordance with the order of discussion of the agenda.

Each section has three parts - listeners, spoke, decided, which begin with these words written in capital letters. The minutes are signed by the chairman and secretary.

**Question 5**. Document flow is the movement of documents in an institution (organization) from the moment they are created or received until the completion of work with them. Purposeful movement of documents objectively accompanies any management activity. The movement of documents in an institution cannot be chaotic, it must be controlled.

Document flow is a regulated technological scheme for the movement of documents through established processing points to perform the necessary creative, formal-logical and technical operations with documents.

There are a number of fundamental requirements for document flow that must be observed in all institutions:

- direct flow of documents, passage of documents in the shortest possible way through the least number of authorities, eliminating or minimizing the return movements of documents;
- selectivity in the distribution of documents between managers and specialists in accordance with functional responsibilities;
- conditioning the movement of documents on business necessity, eliminating unnecessary, duplicating authorities and actions;
- uniformity of the route of movement and the composition of technological operations for mass categories of documents, one-time execution of each operation.

Document flow as a technological process is divided into several of its constituent parts - document flows: incoming - input document flow; outgoing – output document flow; internal document flow.

In the technological process of processing and movement of received documents, the following sequentially performed typical stages are distinguished:

- reception and primary processing of documents;
- preliminary review and distribution of documents;
- registration of documents and maintenance of a reference and information system;
- review by management and forwarding of documents to structural units;
- execution of the document.

The activities of an organization (enterprise, institution) require the preparation of a large number of documents. To quickly find the required document among many others, they must be properly systematized.

**Question 6.** The simplest classification of documents is their **grouping into cases** . The theory and practice of office work have identified several signs of grouping documents into files.

1. The nominal feature presupposes the grouping of documents of the same type into one file - orders, protocols, acts, etc.

2. Subject-question characteristic - combining documents on one issue (work plan for the year) into one folder.

3. The author's attribute is taken as a basis when documents of one author (commission, institution, person) are collected in the case.

4. The correspondent attribute is clearly expressed when correspondence is formed with a specific correspondent, for example, with the Pharmacy software.

5. Geographical attribute is taken as a basis when it is necessary to group documents of correspondents located in a certain territory into a file.

6. The chronological feature comes to the fore when it is important to indicate the time parameters of the documents in the case.

7. The expert attribute takes into account the storage period of documents.

When storing documents, several signs are used and the expert one is always taken into account.

**Question 7.** A special classification directory that fixes the headings of cases and determines the order in which documents are arranged into cases is **the nomenclature of cases** . The main requirement for the nomenclature is the coverage of all documents received and created in the process of the organization's activities. There are three types of nomenclature of affairs: *specific* (nomenclature of affairs of the organization), *approximate* , *standard* . The nomenclature of cases comes into force on January 1 of each year. The table shows an approximate nomenclature for a pharmacy.

Approximate nomenclature of pharmacy cases

No.	Name of cases	Shelf life
1	Orders and instructions from higher organizations. Control of their execution	Constantly (until canceled or replaced with new ones)
2	Correspondence with higher organizations	5 years
3	Inspection reports by higher organizations	5 years
4	Information materials	5 years
5	Reference materials	Before replacing with new ones
6	Organizational action plans. Reports on their execution	Constantly
7	Minutes of production meetings	5 years
8	Technical training for employees	3 years
9	Copies of suppliers' orders	3 years
10	Regulations on pharmacy departments	Before replacing with new ones
eleven	Job descriptions of employees	Before replacing with new ones
12	Branding of weighing instruments	10 years
13	Log of incoming documents	3 years
14	Journal of registration of outgoing documents	3 years
15	Materials on occupational health, safety, fire safety	10 years
16	Book of orders for the main activities of the pharmacy	75 years old
17	Book of orders for personnel	75 years old
18	Journal of movement of work books	75 years old
19	Book of complaints and suggestions	5 years
20	Cash book	Constantly
21	Drug quality control journals	5 years
22	Book of registration of toxic substances and ethyl alcohol	5 years
23	Journal of registration of transactions related to the trafficking of narcotic drugs and psychotropic substances	10 years
24	Laboratory journal	5 years
25	Packing magazine	5 years

26	Auxiliary books and system accounting files	5 years
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Correct and timely inclusion of documents in the file ensures the speed of document retrieval and its safety. Therefore, the formation of cases is a very important aspect of office work. For each case named in the nomenclature, by the beginning of the year, a folder is created to which the heading is transferred. The cover also indicates the name of the organization (enterprise, institution), structural unit, case index by nomenclature and shelf life. As documents are executed, they are assigned only to those cases that are pre-designated for them by the nomenclature of cases. Documents are included in the case in one copy. The thickness of the case should not exceed 250 sheets (30–40 mm). If more documents are collected, new volumes are formed. Files should be stored in locked cabinets in an upright position. On the spine of the file its number according to the nomenclature is indicated, and on the inner door of the cabinet the nomenclature of the files is attached. Cases are stored at the place of their formation until they are transferred to the archive.

**Preparing files for submission to the archive** is the final stage of working with documents in current office work. It includes several stages: conducting an examination of the scientific and practical value of documents, filing files, drawing up inventories of files with permanent and long-term storage periods.

Examination of the value of documents is carried out in several stages. The examination begins in current office work and ends in the state archive. *At the first stage* of determining the value, a list of cases is drawn up and storage periods for documents are established. *The second stage* of examination of the value of the documents themselves is carried out by an expert commission that constantly operates in the organization. On the third, the value of documents is clarified when transferring them for permanent storage in the archives of an organization (enterprise, institution) to the state archive.

Having clarified the terms of storage of documents, we begin to process the cases. For cases with an expired shelf life that are selected for destruction, a report is drawn up. The registration of the case depends on the storage period of the documents collected in it. Temporary storage files (up to 10 years inclusive) are subject to simplified registration: they are checked as availability according to the nomenclature, they are handed over to the archive (on binders and without numbering). Cases with a permanent storage period, a temporary storage period of more than 10 years, as well as personnel records are subject to full registration, which includes: binding, numbering of sheets, registration of all cover details. For registration and preparation for delivery to the departmental archive, files are compiled into an inventory - a systematized reference book containing a list of storage units.

**Question 8.** Mechanization and automation of work with documents should be carried out on the basis of an orderly system of documentation support for management activities, unification and reduction of the number of document forms, based on current regulations.

The composition of the set of technical means depends on the specific conditions for working with documents (organizational structure, number of documents, degree of centralization of work with documents, compatibility with other means of organizational and computer technology).

The set of technical means for mechanization (automation) of management (including office work) processes is called “organizational equipment.” In office work, office equipment is used, which are classified into:

- copying and rapid reproduction of documents (operational printing tools);
- compilation and production of text documents (computers);
- forwarding processing of documents (machines for filing papers);

- search, storage and forwarding of documents (storage - various cabinets, racks, mechanized filing cabinets);
- administrative and management communications (intra-office communications; teleconferences; e-mail).
- automated information retrieval systems provide employees of the management apparatus with information about all documents and their location.

When it comes to managing or submitting pharmaceutical documents electronically, you must first ensure that the system meets the following requirements:

1. Audit journals
2. Security control
3. Record generation
4. Operational control
3. GMP Guide

For a pharmaceutical company, the mandatory document management functions are the following:

1. Audit log

It also meets FDA requirements for companies using any software or electronic means. In this way, companies can remain transparent in their activities, and tracking of activities performed on documents becomes seamless.

2. Security features

Encryption and modern security measures are what is needed to protect your data from falling into the hands of unwanted people.

3. Working with documents

Using a document management system allows you to:

- transfer paperwork to electronic form;
- speed up the movement of documents within the enterprise and between several companies within the holding;
- automate business process management;
- control performance discipline;
- reduce time spent searching for documents and information;
- ensure long-term storage of documents in electronic form;
- differentiate employee access rights to information.

The functionality of the system can be expanded by connecting additional modules.

**Electronic archive** . Used to organize archival storage of documents in accordance with the norms and practices of Russian office work.

**Barcoding of documents**. Increases the speed of searching for electronic copies of documents and makes it more convenient to control the movement of paper documents.

**Stream scanning** . Reduces costs when transferring a large array of paper documents to an electronic document management system.

**Working from mobile devices** . Allows you to work with documents and tasks from smartphones and personal computers.

**Manager's workplace** . Allows managers to obtain decision-making information from the electronic document management system with minimal time and record these decisions.

**Processing citizens' appeals to government authorities** . Used to organize work with citizens' appeals in government agencies in accordance with federal law.

**Electronic signature**. Allows you to use an electronic signature for transactions with documents and orders.

**File storage**. Simplifies the maintenance of a large volume of files stored in the electronic document management system.



**Video content:** <https://youtu.be/dsdZ0iyqLgs?si=a4UkZAANJSvESQBp>