


Community Pharmacy Policy and Procedures: Herbal Medications Services

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ABSTRACT

Objectives: To underscore the pivotal role of the Herbal Medications policy in Community pharmacy practice as a groundbreaking initiative in Saudi Arabia. **Methods:** A comprehensive narrative review of Community pharmacy policy and procedures of the Herbal Medications system. Extensive literature searches were conducted across various databases, including PubMed, Medline and Google Scholar, to gather specific Herbal Medications policies and procedures in Community pharmacy practice. The search period spans from the 1960s until October 2021 and the term is in English, encompassing narrative review, systemic review, Meta-analysis and guidelines. All hospital or community, Community pharmacy services, are included in the search term, along with national and international guidelines for general Herbal Medications in hospital practice. The Community Pharmacy Herbal Medications committee, consisting of various expert members, formulated the guidelines of the policy draft, which were reviewed and corrected by multiple members. The third revision was by the herbal medications specialist, who ensured the utmost accuracy and relevance in the research. **Results:** The Community pharmacy Herbal Medications policy consisted of various items. That has included a Herbal Medications committee, a pharmacist for Herbal Medications, the setup of a strategic and annual plan for community Herbal Medications services, assessments of Herbal Medications, conducting of education and training courses, herbal errors reporting system, herbal adverse drug reaction reporting system, community pharmacy and set up quality management and key performance indicators. **Conclusion:** The Community Pharmacy Herbal Medications policy is a new initiative and a necessary step for enhancing services and patient care through community pharmaceutical care performances. Herbal Medications, in this context, refer to medications derived from plants or plant extracts. The Herbal Medications policy covers alternative medicine as a new era of herbal therapy management. It equips pharmacists with the necessary skills in herbal medicine practice and herbal services for the public and healthcare organizations. Therefore, the Herbal Medications policy and procedures are recommended and are essential for community pharmacy services in Saudi Arabia.

Keywords: Herbal Medications, Policy, Community pharmacy, Saudi Arabia.

INTRODUCTION

The community pharmacies distribute various products such as regular medicine, nutritional supplements and herbal remedies or products.¹⁻⁵ All those types can be single entities or combinations of products: chemical medicine plus herbal remedies, chemical products plus nutrition, or herbal medicine and food.¹⁻⁶ The pharmacist should deal with herbal medicine that looks like regular medication.⁷⁻¹² The community pharmacist's role is about more than just dispensing medications. They should know indications, doses, adverse drug reactions, contraindications, herbal drug interactions and herbs used during breastfeeding and pregnancy.^{7-10,13-15} All pharmaceuticals contain this knowledge when using herbal supplements, which is crucial for providing comprehensive care. All the principles that should be considered. Moreover, the documentation system and reports should resemble standard medicine.^{7-10,13} The answering of herbal medicine inquiries should be dealt with like regular medicine.^{6,16} Sometimes, pharmacists should consider alternative medicines as part of therapeutic guidelines.^{6,16} Herbal medicine and supplements should not be based on hearsay or tradition. It should be

rooted in evidence-based medicine.^{6,16} Various studies discussed the community pharmacist's knowledge, practice and perception of herbal medicines, providing a scientific basis for their knowledge, practice and perception.¹⁷⁻²⁹ Some studies focused on ns, adverse events reporting and contraindications at community pharmacy services.^{15,20,30-33} The authors are unfamiliar with herbal medicine policies and procedures in community pharmacy settings. The current aim of the review is to declare the policies and procedures for herbal remedies at community pharmacy facilities.

MATERIALS AND METHODS

It was a narrative review of the new views on community pharmacies' Patient and Herbal Medications policy and procedures. Litterateur searched various databases, including PubMed, Medline and Google Scholar, about specific topics related to Community pharmacy policy and procedures. The search period is from the 1960s until October 2024. The term is in English and they included Full-text Full text, Case Reports, Classical Articles, Clinical Conferences, Clinical Studies, Clinical Trials, Clinical Trials, Phase I,

Clinical Trials, Phase II, Clinical Trials, Phase III, Clinical Trials, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans and English. All community pharmacy services are included in a search term. The community pharmacy services included a point of sale at a community pharmacy, human resources, education and training, a compounding center, a community pharmacy store and clinical community pharmacy services. Besides, the national and international guidelines of general community pharmacy practice policy and procedures in a community setting.^{8-10,34-38} These included the American Pharmaceutical Association, the American Society of Health-System Pharmacists (ASHP)⁸⁻¹⁰ and other literature^{6,15,17-20,24,25,29-38} The Community Pharmacy Policy and Procedures committee was formulated and consisted of various expert members. That includes clinical community pharmacists, expert community pharmacists and Herbal Medications pharmacist specialists. The policy guidelines were drafted by one member, reviewed and corrected by the second member and the third revision by Herbal Medications pharmacist specialist. The Herbal Medications at community pharmacy consisted of various topics, including the Herbal Medications committee, the pharmacist responsible for Herbal Medications, setting up strategic and annual plans for community Herbal Medications services, making assessments of Herbal Medications, conducting of education and training courses, herbal errors reporting system, herbal adverse drug reaction reporting system, community pharmacy and set up quality management and key performance indicators.

Search: (community pharmacy[Title/Abstract]) AND (herbal[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("community pharmacy"[Title/Abstract] AND "herbal"[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (community pharmacy[MeSH Terms]) AND (herbal[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

((community pharmacy[MeSH Terms]) AND (herbal[MeSH Terms])) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Translations

Community pharmacy[MeSH Terms]: "pharmacies"[MeSH Terms].

Warnings

(Community pharmacy[MeSH Terms]) AND (herbal[MeSH Terms]).
Term not found: herbal.

Search: (community pharmacy[Text Word]) AND (herbal[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("community pharmacy"[Text Word] AND "herbal"[Text Word]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (retail pharmacy[Title/Abstract]) AND (herbal[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("retail pharmacy"[Title/Abstract] AND "herbal"[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (retail pharmacy[MeSH Terms]) AND (herbal[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Translations

Retail: "retail"[All Fields] OR "retailed"[All Fields] OR "retailer"[All Fields] OR "retailer's"[All Fields] OR "retailers"[All Fields] OR "retailing"[All Fields] OR "retails"[All Fields].

Pharmacy[MeSH Terms]: “pharmacy”[MeSH Terms] OR “pharmacies”[MeSH Terms].

Warnings

(Retail pharmacy[MeSH Terms]) AND (herbal[MeSH Terms]).

Term not found: herbal

Search: (retail pharmacy[Text Word]) AND (herbal[Text Word])
Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“retail pharmacy”[Text Word] AND “herbal”[Text Word]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (community pharmacy[Title/Abstract]) AND (natural medicine[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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(“pharmacies”[MeSH Terms] AND (“natural”[All Fields] OR “naturally”[All Fields] OR “naturals”[All Fields] OR “nature”[MeSH Terms] OR “nature”[All Fields] OR “natures”[All Fields] OR “natures”[All Fields]) AND “medicine”[MeSH Terms]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Translations

Community pharmacy[MeSH Terms]: “pharmacies”[MeSH Terms].

Natural: “natural”[All Fields] OR “naturally”[All Fields] OR “naturals”[All Fields] OR “nature”[MeSH Terms] OR “nature”[All Fields] OR “nature’s”[All Fields] OR “natures”[All Fields].

Medicine[MeSH Terms]: “medicine”[MeSH Terms].

Search: (community pharmacy[Text Word]) AND (natural medicine[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Search: (retail pharmacy[Title/Abstract]) AND (natural medicine[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“retail pharmacy”[Title/Abstract] AND “natural medicine”[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

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Pharmacy[MeSH Terms]: "pharmacy"[MeSH Terms] OR "pharmacies"[MeSH Terms].

Natural: "natural"[All Fields] OR "naturally"[All Fields] OR "naturals"[All Fields] OR "nature"[MeSH Terms] OR "nature"[All Fields] OR "nature's"[All Fields] OR "natures"[All Fields].

Medicine[MeSH Terms]: "medicine"[MeSH Terms].

Search: (retail pharmacy[Text Word]) AND (natural medicine[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Search: (community pharmacy[Title/Abstract]) AND (alternative remedies[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

("community pharmacy"[Title/Abstract] AND "alternative remedies"[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

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Translations

Community pharmacy[MeSH Terms]: "pharmacies"[MeSH Terms].

Warnings

(community pharmacy[MeSH Terms]) AND (alternative remedies[MeSH Terms]).

Term not found: remedies

Search: (community pharmacy[Text Word]) AND (alternative remedies[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Search: (retail pharmacy[Title/Abstract]) AND (alternative remedies[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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((retail pharmacy[MeSH Terms]) AND (alternative remedies[MeSH Terms])) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Translations

Retail: "retail"[All Fields] OR "retailed"[All Fields] OR "retailer"[All Fields] OR "retailer's"[All Fields] OR "retailers"[All Fields] OR "retailing"[All Fields] OR "retails"[All Fields].

Pharmacy[MeSH Terms]: “pharmacy”[MeSH Terms] OR “pharmacies”[MeSH Terms].

Warnings

(retail pharmacy[MeSH Terms]) AND (alternative remedies[MeSH Terms]).

Term not found: remedies

Search: (retail pharmacy[Text Word]) AND (alternative remedies[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“retail pharmacy”[Text Word] AND “alternative remedies”[Text Word]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

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(“community pharmacy”[Title/Abstract] AND “alternative medicine”[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (community pharmacy[MeSH Terms]) AND (alternative medicine[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“pharmacies”[MeSH Terms] AND “complementary therapies”[MeSH Terms]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Translations

Community pharmacy[MeSH Terms]: “pharmacies”[MeSH Terms].

Alternative medicine[MeSH Terms]: “complementary therapies”[MeSH Terms].

Search: (community pharmacy[Text Word]) AND (alternative medicine[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“community pharmacy”[Text Word] AND “alternative medicine”[Text Word]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (retail pharmacy[Title/Abstract]) AND (alternative medicine[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English

(“retail pharmacy”[Title/Abstract] AND “alternative medicine”[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter])).

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((“retail”[All Fields] OR “retailed”[All Fields] OR “retailer”[All Fields] OR “retailer s”[All Fields] OR “retailers”[All Fields] OR “retailing”[All Fields] OR “retails”[All Fields]) AND (“pharmacy”[MeSH Terms] OR “pharmacies”[MeSH Terms]) AND “complementary therapies”[MeSH Terms]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (ft[Filter]) AND (humans[Filter]) AND (english[Filter]))

Translations

Retail: “retail”[All Fields] OR “retailed”[All Fields] OR “retailer”[All Fields] OR “retailer’s”[All Fields] OR “retailers”[All Fields] OR “retailing”[All Fields] OR “retails”[All Fields].

Pharmacy[MeSH Terms]: “pharmacy”[MeSH Terms] OR “pharmacies”[MeSH Terms].

Alternative medicine[MeSH Terms]: “complementary therapies”[MeSH Terms].

Search: (retail pharmacy[Text Word]) AND (alternative medicine[Text Word]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Search: (community pharmacy[Title/Abstract]) AND (complementary medicine[Title/Abstract]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

(“community pharmacy”[Title/Abstract] AND “complementary medicine”[Title/Abstract]) AND ((casereports[Filter] OR classicalarticle[Filter] OR clinicalconference[Filter] OR clinicalstudy[Filter] OR clinicaltrial[Filter] OR clinicaltrialphasei[Filter] OR clinicaltrialphaseii[Filter] OR clinicaltrialphaseiii[Filter] OR clinicaltrialphaseiv[Filter] OR veterinaryclinicaltrial[Filter] OR governmentpublication[Filter] OR guideline[Filter] OR meta-analysis[Filter] OR observationalstudy[Filter] OR randomizedcontrolledtrial[Filter] OR review[Filter] OR systematicreview[Filter]) AND (fft[Filter]) AND (humans[Filter]) AND (english[Filter])).

Search: (community pharmacy[MeSH Terms]) AND (complementary medicine[MeSH Terms]) Filters: Full text, Case Reports, Classical Article, Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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Translations

Community pharmacy[MeSH Terms]: “pharmacies”[MeSH Terms].

Complementary medicine[MeSH Terms]: “complementary therapies”[MeSH Terms].

Search: (community pharmacy[Text Word]) AND (complementary medicine[Text Word]) Filters: Full text, Case Reports, Classical Article,

Clinical Conference, Clinical Study, Clinical Trial, Clinical Trial, Phase I, Clinical Trial, Phase II, Clinical Trial, Phase III, Clinical Trial, Phase IV, Clinical Trial, Veterinary, Government Publication, Guideline, Meta-Analysis, Observational Study, Randomized Controlled Trial, Review, Systematic Review, Humans, English.

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RESULTS AND DISCUSSION

- The pharmacist suggested following the policy and procedures for community pharmacies for herbal medications.
- The community pharmacy assigns a pharmacist or community pharmacy technician to the community pharmacy's Herbal Medications responsibility.
- The community pharmacy should establish a strategic and annual plan for herbal medications and revise them periodically. This involves a comprehensive assessment of the current Herbal medication services, identification of areas for improvement and setting specific goals and objectives for the upcoming year.
- The herbal medicine pharmacist, a key figure in the system, plays a crucial role in assessing herbal medicine for the community based on the guidelines and publications. Their assessment involves evaluating the safety, efficacy and quality of Herbal Medicines, identifying potential risks and benefits and providing recommendations for their use in the community pharmacy. This underscores the importance of their expertise and guides their actions in the process.
- The score level should be determined based on the assessment, a plan should be set accordingly and reassessments should be made annually, ensuring a continuous and thorough evaluation of the process.
- All Community pharmacy staff should take education and training courses in Community pharmacy Herbal Medications according to published local or international resources, empowering them with the necessary knowledge and skills.
- The community pharmacy should distribute pharmacist policy and procedures for community pharmacy herbal medications to all community pharmacy employees, with special training based on local procedures.
- When dispensing herbal medication, the pharmacist should follow a set of steps. The first step is to check the patient's history of disease and the severity of the current condition. This is crucial as it guides the pharmacist's advice and ensures that the herbal products are safe and appropriate for the patient's condition.
- The pharmacist should check the history of the medication and daily doses.
- The pharmacist should check about the last laboratory of vital signs, if possible and another necessary test.
- The pharmacist should check the allergy history of herbal medicine and the level of allergy severity.

- Before dispensing, the pharmacist should search for evidence-based and approved SFDA indications for the herbal product, either from the manufacturer or a non-manufacturer.
- The pharmacist should check the patient liver function and renal status before taking herbal supplements.
- The pharmacist should double-check about pregnancy and lactation for women before ordering the herbal medicine.
- The pharmacist should double-check for any herbal and current disease interactions, including medication and herbal interactions, laboratory and herbal interactions and nutrition and herbal interactions.
- The pharmacist might dispense the herbal frequency and doses based on the patient's age, whether pediatric, adult, or orderly.
- The pharmacist should make counseling based on international standards.
- The pharmacist provides the counseling material about herbal medicine.
- If an adverse herbal reaction occurs, the pharmacist should document it and send a copy to the SFDA and the manufacturer.
- According to published guidelines and procedures, the Herbal Medications pharmacist should set a quality management plan for Community pharmacy Herbal Medications and related key performance indicators.

CONCLUSION

Various types of medicines are available on community pharmacy shelves. These include regular medicine or chemical drugs manufactured by pharmaceutical companies, herbal products made by another company and a combination of chemical and herbal products. The customer might wish to use a single component of chemical or herbal products. All these ingredients must be dealt with carefully, with the same level of attention as patients' disease management. The methods of implementing pharmaceutical care or medication therapeutics management should be equal. Besides, the documentation of herbal-related medicines should be the same to improve patient care and prevent herbal misadventures. Therefore, the herbal or natural medicine services policy and procedures at community pharmacies are critical and highly recommended to be considered and practical, upholding the professional standards of all involved.

ACKNOWLEDGEMENT

None.


CONFLICT OF INTEREST

The authors declare that there is no conflict of interest.

ABBREVIATIONS

MOH: Ministry of Health; **KSA:** Kingdom of Saudi Arabia; **SFDA:** Saudi Food and Drug Authority; **EMEA:** European Medicine Agency; **WHO:** World Health Organization; **ASHP:** American Society of Health-System Pharmacists.

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