

Online appendix 2. Descriptive results for indicators' related items

Supplementary Table 1 - Indicator A: Data Management and Data Recording	No n(%)	Yes n(%)
Pharmacy equipped with a computerized system	2(1.0%)	242(99.0%)
Computer system for stock management	15(6.0%)	226(92.2%)
Computer system for First In First Out system	41(16.6%)	200(81.6%)
Computer system for Patient medication profile	157(64.3%)	83(33.8%)
Computer system for Medication labeling	125(51.1%)	115(47.0%)
Computer system for Patient personal information	181(74.0%)	59(24.1%)
Computer system for Recording prescriptions of Opioids	204(83.1%)	37(15.0%)
Computer system for Recording prescriptions of benzodiazepines	199(81.4%)	39(15.9%)
Computer system for date recording	23(9.3%)	212(86.8%)
Computer allows patients' name recording	56(22.8%)	180(73.3%)
Computer allows prescriber name recording	181(73.8%)	53(21.7%)
Computer allows prescribed drugs recording	46(18.7%)	188(76.9%)
Log books appropriately used	177(72.5%)	67(27.5%)
Log books used for stock management	226(92.2%)	19(7.8%)
Log books used for First In First Out system	229(93.6%)	16(6.4%)
Log books used for patient's medication profile	238(97.3%)	7(2.7%)
Log books used for labeling	239(97.7%)	6(2.3%)
Log books used for patient personal information	234(95.7%)	10(4.3%)
Log books used for recording prescriptions of opioids	209(85.5%)	35(14.5%)
Log books used for recording prescriptions of benzodiazepines	185(75.7%)	59(24.3%)
Log books used for recording prescription date	180(73.6%)	65(26.4%)
Log books used for recording patient name	184(75.0%)	61(25.0%)
Log books used for recording prescriber name	187(76.2%)	58(23.8%)
Log books used for recording prescribed drug	184(75.3%)	60(24.7%)
Pharmacists keeps a copy for non-psychotropic drugs' prescription	58(23.7%)	187(76.3%)

Supplementary Table 2 - Indicator B: Services and Facilities	No n(%)	Yes n(%)
Licensed pharmacist available in the pharmacy	42(17.2%)	203(82.8%)
Suitable place to discuss confidential information	18(7.2%)	227(92.8%)
Pharmacist engaged in awareness campaigns against smoking	182(74.3%)	63(25.7%)
Pharmacist engaged in awareness campaigns about healthy diet	171(69.8%)	74(30.2%)
Pharmacist engaged in awareness campaigns against obesity	183(74.8%)	62(25.2%)
Pharmacist engaged in awareness campaigns against cancer	202(82.7%)	42(17.3%)
Pharmacist engaged in awareness campaigns about birth control	219(89.3%)	26(10.7%)
Pharmacist engaged in awareness campaigns about HIV/AIDS	224(91.7%)	20(8.3%)
Pharmacist engaged in awareness campaigns against diabetes	150(61.3%)	95(38.7%)
Pharmacist engaged in awareness campaigns about lifestyle	198(80.9%)	47(19.1%)
Pharmacist engaged in campaigns for antibiotic resistance	173(70.7%)	72(29.3%)
Pharmacist engaged in awareness campaigns against drug abuse	215(87.8%)	30(12.2%)
Pharmacist engaged in awareness campaigns against STDs	214(87.5%)	31(12.5%)
Pharmacist engaged in awareness campaigns against tuberculosis	234(95.7%)	11(4.3%)
Pharmacist engaged in awareness campaigns against other topics	239(97.7%)	6(2.3%)
Information sources available for patients' use	122(49.7%)	123(50.3%)
Information source can be patient's leaflet	134(54.6%)	111(45.4%)
Information source can be medicine handbook	207(84.4%)	38(15.6%)
Information source can be a newsletter	218(88.9%)	27(11.1%)
Information source can be a computer print out	219(89.2%)	26(10.8%)
Information source can be a computer access	235(96.0%)	10(4.0%)
Information source can be another source	240(98.1%)	5(1.9%)
Available service can be vaccination	51(20.6%)	194(79.4%)
Available service can be cholesterol testing	203(82.8%)	42(17.2%)
Available service can be blood pressure checking	13(5.1%)	232(94.9%)
Available service can be pregnancy testing	86(35.0%)	159(65.0%)
Available service can be glycemia testing	20(8.0%)	225(92.0%)
Available service can be prescription glasses	152(62.2%)	93(37.8%)

Supplementary Table 3 - Indicator C: Dispensing, Preparation, Administration and Distribution of Medicines	No n(%)	Yes n(%)
More than one prescription per day	0	245(100%)
Ever encountered a prescription with one or more mistakes	5(2.0%)	240(98.0%)
Ever had to call back patients after they leave the pharmacy	144(59.0%)	100(41.0%)
Dispenses drugs without prescription other than OTC	30(12.2%)	215(87.8%)
Dispenses NSAIDS without prescription	13(5.3%)	232(94.7%)
Dispenses antibiotics without prescription	97(39.5%)	148(60.5%)
Dispenses steroids without prescription	179(73.1%)	86(26.9%)
Dispenses antihypertensive medication without prescription	167(68.2%)	78(31.8%)
Dispenses cardiovascular medications without prescription	170(69.5%)	75(30.5%)
Dispenses benzodiazepines without prescription	210(86.0%)	34(14.0%)
Dispenses gastrointestinal drugs without prescription	82(33.4%)	163(66.6%)
Dispenses antipsychotics without prescription	197(80.6%)	47(19.4%)
Dispenses drugs for neurological disease without prescription	204(83.1%)	41(16.9%)
Dispenses drugs for asthma and COPD without prescription	153(62.6%)	92(37.4%)
Dispenses drugs for smoking cessation without prescription	134(54.6%)	111(45.4%)
Dispenses hormones/contraceptives without prescription	127(51.7%)	118(48.3%)
Dispenses vitamins without prescription	32(13.2%)	213(86.8%)
Dispenses cosmetics without prescription	35(14.5%)	209(85.5%)
Dispenses local anesthetics without prescription	114(46.7%)	130(53.3%)
Practice generic substitution	29(12.0%)	216(88.0%)
Explains to patients the purpose of substitution	31(12.5%)	214(87.5%)
Provides enough information to support adherence	7(2.9%)	238(97.1%)
Provides enough information to reduce antibiotic resistance	4(1.6%)	241(98.4%)
Prepares extemporaneous medication preparations	151(61.5%)	94(38.5%)
Has an area for extemporaneous medications preparation	164(66.9%)	81(33.1%)
Complies with quality standards of raw materials	159(64.9%)	86(35.1%)
Suspicion of substandard products	226(92.2%)	19(7.9%)
Ever reporting suspicion to legal authority	238(97.1%)	7(2.9%)
Available written procedure for drug recall	202(82.4%)	43(17.6%)
Ever had to recall a product after being dispensed	161(65.9%)	83(34.1%)
Recalled products stored separately from other products	158(64.7%)	86(35.3%)
System and procedure precisely, timely and transparently used	53(21.7%)	192(78.3%)
Takes into account patients' considerations	8(3.3%)	237(96.7%)
Patients consult for unusual responses to medication	20(8.2%)	225(91.8%)
Refers to treating physician when necessary	27(10.9%)	218(89.1%)
Keeps database about medication monitoring	204(83.3%)	41(16.7%)
Performs point of care testing	64(26.2%)	181(73.8%)
Educates patients on how to use web based health information	121(49.6%)	123(50.4%)
Literature resources available for use by pharmacists	46(18.7%)	199(81.3%)
Drug catalogues available for use by pharmacists	118(48.4%)	126(51.6%)
Medica book available for use by pharmacists	98(39.9%)	147(60.1%)
Vidal book available for use by pharmacists	161(65.6%)	84(34.4%)
PDR book available for use by pharmacists	235(95.9%)	10(4.1%)
EDL resource available for use by pharmacists	208(94.8%)	37(15.2%)
Internet access available for use by pharmacists	90(36.9%)	154(63.1%)
Handbooks available for use by pharmacists	165(67.4%)	80(32.6%)
Pharmacist counsels patients	9(3.7%)	236(96.3%)
Pharmacist checks medications before dispensing	18(7.5%)	227(92.5%)
Pharmacist checks for contraindications	69(28.2%)	176(71.8%)
Pharmacist checks for drug interactions	70(28.6%)	175(71.4%)
Pharmacist checks for dosage prescribed	55(22.6%)	189(77.4%)

NSAIDS=Non-Steroidal Inflammatory Drugs; COPD=Chronic Obstructive Pulmonary Disease; EDL=Essential Drug List

Supplementary Table 4 - Indicator D: Storage	No n(%)	Yes n(%)
Power supply provided to pharmacy 24hrs a day	3(1.0%)	242(99.0%)
Pharmacy equipped with its own electrical generator	170(69.6%)	74(30.4%)
Electrical generator functions during the night	18(7.3%)	227(92.7%)
Stock management system helps controlling stock orders	24(9.6%)	221(90.4%)
Stock management system helps controlling expiry dates	22(9.2%)	222(90.8%)
Pharmacy uses contingency plans and purchases in emergency	108(44.0%)	137(56.0%)
System for monitoring and periodic inspection of expired drugs	22(9.0%)	223(91.0%)
Encourages patients to return expired/unwanted products	209(85.3%)	36(14.7%)
Available records for expired drugs	84(34.2%)	161(65.8%)
Expired drugs stored separately from others	11(4.5%)	234(95.5%)
Specific procedure for disposal of expired products	168(68.4%)	77(31.6%)
Knows the number of items in stock	231(94.4%)	14(5.6%)
Cites available brands containing amoxicillin/clavulanate	51(20.7%)	194(79.3%)
Makes use of pest control services	121(49.4%)	124(50.6%)

Supplementary Table 5 - Items verified by the interviewer	No n(%)	Yes n(%)
Indicator B: Services and Facilities		
Patients accessibility to seating*	32(13.0%)	184(75.2%)
Patients accessibility to weighing scale*	18(7.5%)	196(80.2%)
Patients accessibility to body height scale*	94(38.6%)	121(49.5%)
Patients accessibility to drinking water*	152(61.9%)	65(26.4%)
Patients accessibility to water closet*	2(0.9%)	215(87.8%)
Storage area separate from toilets and preparation laboratory*	0	214(87.5%)
Toilet available for customers' use*	139(57.0%)	76(30.9%)
Toilet facilities are clean*	2(0.9%)	214(87.4%)
Toilet facilities are functional*	0	215(88.0%)
Paper toilet available*	3(1.1%)	214(87.2%)
Hand washing facilities*	4(1.6%)	213(87.1%)
Soap available for hand washing*	1(0.5%)	216(88.1%)
Indicator C: Dispensing, Preparation, Administration and Distribution of Medicines		
Preparation area cleanliness above average*	27(10.7%)	183(74.6%)
Indicator D: Storage		
Medicines protected from direct sunlight*	8(3.2%)	209(85.5%)
Ambient temperature in pharmacy monitored by a thermometer*	158(64.5%)	57(23.1%)
Functional cooling system available in pharmacy*	3(1.0%)	215(87.7%)
Fan used for cooling the pharmacy *	203(83.0%)	13(5.4%)
Air conditioning used for cooling the pharmacy *	3(1.4%)	213(87.0%)
Functional heating system in the pharmacy*	31(12.6%)	186(76.1%)
Radiators used for heating the pharmacy*	185(75.5%)	20(8.2%)
Air conditioning used for heating the pharmacy *	67(27.5%)	138(56.2%)
Electric heater for heating the pharmacy*	156(63.6%)	19(20.1%)
Ductless mini split for heating the pharmacy*	196(80.0%)	9(3.8%)
Refrigerator available in the pharmacy*	1(0.3%)	217(88.4%)
Only medicines are stored in the refrigerator*	53(21.5%)	163(66.8%)
Vaccines stored in the center of the refrigerator*	47(19.1%)	154(62.9%)
Items other than medications stored in the refrigerator: food*	188(74.9%)	32(13.1%)
Items other than medications stored in the refrigerator: beverage*	202(83.0%)	12(5.0%)
Items other than medications stored in the refrigerator: both*	209(85.9%)	5(2.1%)
Temperature in the fridge monitored*	106(43.4%)	109(44.5%)
Signs of leaks in the roof*	141(57.8%)	73(29.8%)
Surface of storage sufficient for all items*	14(5.5%)	204(83.2%)
All medicines stored on the shelves*	11(4.7%)	206(84.1%)
Medicines stored using a systematic pattern*	4(1.8%)	212(86.7%)
Shelves are labeled*	127(51.8%)	90(36.9%)
Storage cupboards and drawers have locks*	137(56.1%)	80(32.7%)
The storage room has a lock*	112(45.8%)	104(42.5%)
Open bottles dated when available*	1(0.5%)	10(4.3%)
Lids or caps available on open bottles*	0	11(4.4%)
Medicine bottles/containers stored on the floor*	141(57.6%)	58(23.8%)

*Missing values are recorded whenever the item could not be verified by the interviewer