



# College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

Phone (204) 233-1411 | Fax: (204) 237-3468

E-mail: info@cphm.ca | Website: www.cphm.ca

## Pharmacy Quality Assurance Self-Assessment

(Community and Hospital Outpatient Pharmacy)

Date:

Contact information						
Pharmacy:			CPhM license #:		Licence posted <input type="checkbox"/>	
Address:			City:		Postal code:	
Phone #1:		Fax #1:		E-mail address:		
Phone #2:		Fax #2:		Website:		
Pharmacy information						
Last inspection date:		Pharmacare #:		Computer system:		
Please list components of community pharmacy licence (e.g. Lock and Leave, Central-Fill, Secondary Hospital Services, Personal Care Home, Distance Care, External Dispensing, or Satellite):						
Pharmacy hours						
<b>Store hours:</b>						
Mon-Fri:		Sat:		Sun:	Holidays:	
<b>Dispensary hours (i.e. lock and leave):</b>						
Mon-Fri:		Sat:		Sun:	Holidays:	
Pharmacy staff						
Pharmacy manager:				Manager's licence #:		
Staff pharmacists:	Licence number	Full time	Part time	Posted	Pharmacy technicians:	Students & interns:
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other persons:						

Note: This form is being used for new pharmacy openings, existing pharmacy self-assessments and for inspections. In the case of a new pharmacy application, provision must be made to comply with these standards in the operation of the pharmacy immediately upon opening. The pre-opening inspection will include a discussion with the inspector on the processes in place ensuring the pharmacy will be compliant prior to opening.



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## In cases of a new pharmacy or relocation or renovation of your pharmacy application:

A floor plan has been submitted to the College with the Pharmacy Licence application.	Y / N
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Please complete the assessment by circling the most accurate response based on the following rating scale:

<b>1</b>	We are confident in our compliance
<b>2</b>	We are not sure if we are compliant
<b>3</b>	We need help to be compliant
<b>N/A</b>	Not applicable at this pharmacy

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# Facility

## 1. Dispensary Equipment

### **CPhM Standard of Practice #8: Extemporaneous Compounding**

A member must ensure that extemporaneous compounding is done in a manner that ensures the preparation is safe and of an appropriate consistency and quality.

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The dispensary sink is sanitary, supplied with hot and cold running water, is easily accessible to the prescription preparation area<sup>1</sup>, is not accessible to the public, and has a provincial plumbing code acceptable drain.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The dispensary refrigerator is clean, in good working condition (no excess frost build-up), dedicated to the storage of pharmaceuticals, maintains an appropriate temperature for the products stored within, and is regularly monitored for temperature.<sup>1</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>An electronic balance, or a prescription balance and weights, is available with precision, reproducibility and accuracy in mass determination. The weighing apparatus has minimum and maximum weighable mass specifications as suited to the compounds prepared at this site.<sup>1</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Compounding and dispensing equipment includes:<sup>1</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> metric graduates (10 ml, 100 ml);</li> <li><input type="checkbox"/> mortar and pestle (250 ml);</li> <li><input type="checkbox"/> ointment slab or pad;</li> <li><input type="checkbox"/> spatulas;</li> <li><input type="checkbox"/> counting tray(s);</li> <li><input type="checkbox"/> computer or printing system for labelling prescriptions; and</li> <li><input type="checkbox"/> reference weights to conduct routine quality assurance testing.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A DPIN connection is installed and tested, or is in use.<sup>2</sup></p>

## 2. Premises & Management

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A pharmacist is on duty whenever the pharmacy is open.<sup>3</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy hours meet the needs of the community, hospital or institution served by the pharmacy.<sup>4</sup></p>

<sup>1</sup> Pharmacy Facilities Practice Direction

<sup>2</sup> Drug Distribution and Storage Practice Direction

<sup>3</sup> *The Pharmaceutical Act*, Part 7: Pharmacies

<sup>4</sup> The Pharmaceutical Regulation 34(2), 35(2), 36(2), 39(2)

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The College is notified of the employment of pharmacy managers, pharmacists (including part-time), pharmacy students and interns, including any changes in employment within 7 days of the change. <sup>3</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy is readily accessible by telephone, facsimile and in person. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy has internet access for the purposes of: <sup>1</sup> <ul style="list-style-type: none"> <li><input type="checkbox"/> Email (a subscription to the MedEffect™ Canada is recommended)</li> <li><input type="checkbox"/> Electronic fan-out</li> <li><input type="checkbox"/> Information research</li> </ul>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The hours of operation and call back information are posted at the principle entrance. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The entire premise is clean, well ventilated and sufficiently lit. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The dispensary is 150 sq. ft. in addition to the patient counselling area. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The prescription preparation area in the dispensary provides at least 12 sq. ft. of free working counter space. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The dispensary shelves, front store shelves and floors are clear of dust, dirt and clutter. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	A metal or plastic waste container is readily available in the dispensary. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The dispensary is accessible to authorised personnel only (e.g. a swing gate is installed to restrict public access). <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	A patient counselling area is available that affords confidential counselling, is free of clutter, and contains no items for sale apart from articles needed for counselling. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The following signs are posted in view of the public: <sup>1</sup> <ul style="list-style-type: none"> <li><input type="checkbox"/> Accepting Drugs for Return to Inventory</li> <li><input type="checkbox"/> Proof of Identity</li> <li><input type="checkbox"/> It's Your Right to Know</li> <li><input type="checkbox"/> Updated Personal Health Information</li> </ul> <p>Note: These signs can be found on the College website <a href="#">here</a>.</p>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The dispensary contains no products inappropriate to the practice of pharmacy. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All NAPRA Schedule 3 products are displayed immediately adjacent to the dispensary, <sup>5</sup> are given priority over unscheduled drugs in their proximity to

<sup>5</sup> The Pharmaceutical Regulation, Part 10: Restrictions on the Dispensing and Sale of Drugs

	the dispensary, and any patient viewing them can be seen from the dispensary.		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	NAPRA Schedule 1 and 2 products are stored out of the reach of the public. <sup>6</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Exempted codeine products are stored out of public view. <sup>6</sup>

### 3. Advertising (Including Pharmacy Website)

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements that display prescription prices do not use vague pricing terms such as “low”, “lower”, “lowest”, “discount”, “extra saving”, or similar such descriptions. <sup>7</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements for professional services provided by the pharmacist do not claim superiority over other pharmacies or pharmacists. <sup>7</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All advertisements about the pharmacy are factual and clear. <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements do not use qualifying words such as “professional”, “trusted”, “prompt”, “accurate”, “licensed”, or other words of similar intent. <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements do not claim exclusivity of any aspect of the practice of pharmacy. <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements do not use the word “specialist” or a word with similar meaning unless the pharmacist is qualified as a specialist under the Manitoba <i>Pharmaceutical Act</i> . <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy does not advertise a drug that is covered under the <i>Controlled Drugs and Substances Act</i> . <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Advertisements for pharmacy services that are required under provincial or federal legislation (such as patient counselling), include the statement “as required by law in all Manitoba pharmacies”. <sup>8</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Dispensing fees are only advertised when the total price of the drug is included in the same advertisement. <sup>8</sup>

<sup>6</sup> The Pharmaceutical Regulation, Part 1: Definitions

<sup>7</sup> Advertising in Manitoba Pharmacies Practice Direction

<sup>8</sup> The Pharmaceutical Regulations, Part 17: Advertising

#### 4. Pharmacy Library (minimum requirements)

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The online CPhM Manual <sup>1</sup> , legislation and supporting documents, which can be found at: <a href="http://cphm.ca/site/legislation?nav=practice">http://cphm.ca/site/legislation?nav=practice</a>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The Manitoba Drug Benefits and Interchangeability Formulary is readily available for reference (hardcopy or electronic). <sup>9</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Reference materials for drugs, interactions, nutraceuticals, herbs and food. <sup>1</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Other reference material consistent with the standards of practice, practice guidelines and this pharmacy's area practice, such as: <sup>1</sup> <ul style="list-style-type: none"> <li><input type="checkbox"/> Geriatric</li> <li><input type="checkbox"/> Prenatal and maternal</li> <li><input type="checkbox"/> Pediatric</li> <li><input type="checkbox"/> Medical dictionary</li> <li><input type="checkbox"/> Policy &amp; Procedure Manual</li> </ul>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The Policy and Procedures Manual contains the minimum requirements as outlined by Council <sup>1</sup> in the guideline document <a href="#">Minimum Pharmacy Policy and Procedures Manual Content</a> .
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The Policy and Procedures Manual is updated as circumstances in the pharmacy change (e.g. change of ownership, change of manager etc.) or at a minimum of every three years and dated to indicate the time of the last review and/or revision. <sup>10</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The Policy and Procedures Manual contains an entry to indicate the pharmacy's policy for provision of services to a residential care home, if applicable.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Staff is familiar with the pharmacy's Policy and Procedure Manual. <sup>10</sup>

#### 5. Lock & Leave Enclosure (if applicable)

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	One copy of the lock and leave permit containing the hours of operation is posted at the principle entrance and visible from the exterior of the premises. <sup>11</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	A second copy of the lock and leave permit containing the hours of operation is posted in the vicinity of the lock and leave enclosure in public view. <sup>11</sup>

<sup>9</sup> *The Pharmaceutical Act*, Part 9: Interchangeable Pharmaceutical Products

<sup>10</sup> Minimum Pharmacy Policy and Procedures Manual Content

<sup>11</sup> Lock and Leave Component Practice Direction

<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	The lock and leave enclosure is inaccessible to staff and the public when a pharmacist is not on duty. This includes all prescription records, all prepared prescriptions and NAPRA Schedule 1, 2 and 3 products. <sup>11</sup>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	Pharmacist services are available for at least 25 hours per week over four days of the week, unless otherwise approved by Council. <sup>11</sup>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	The wall separating the lock and leave enclosure from the remainder of the premises extends from floor to ceiling or is 10 feet high and provides complete security during periods of closure. <sup>11</sup>

## 6. Pharmacy Security

<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	<p>The pharmacy provides secure drug storage against loss, theft, and diversion by installing:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Alarm system<sup>12</sup></li> <li><input type="checkbox"/> Motion detector<sup>12</sup></li> <li><input type="checkbox"/> Cameras<sup>12</sup></li> <li><input type="checkbox"/> Barred windows and doors</li> </ul>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	<p>There is strict control on the number of keys available to access the:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pharmacy</li> <li><input type="checkbox"/> Dispensary</li> <li><input type="checkbox"/> Lock &amp; leave enclosure</li> <li><input type="checkbox"/> Narcotics</li> </ul>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	Dispensary/pharmacy alarm system codes and safe combinations are restricted to authorized personnel.
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	The use of advertisements in the pharmacy windows is limited to leave an open view into the pharmacy. <sup>12</sup>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	Computer terminals and records containing personal information are situated to ensure confidentiality of information and are accessible to authorized personnel only. <sup>1</sup>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	The pharmacy back door (where applicable) is locked at all times when not in use. <sup>12</sup>
<b>1</b> <input type="checkbox"/> <b>2</b> <input type="checkbox"/> <b>3</b> <input type="checkbox"/>	Staff and suppliers having access to personal health information, including information management contractors, have signed a pledge of confidentiality.

<sup>12</sup> Procedures in the Event of a Robbery or Burglary



## 7. Prescription Records

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescription records are stored electronically or in written form and are readily accessible for audit if requested by the College.<sup>13</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescription records that are not stored on the pharmacy premises are stored in a secure location that has been approved by the Registrar.<sup>13</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Destruction of records, prescriptions, and other notes containing sensitive information is done by either:<sup>14</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Physical destruction using a shredder or complete incineration, or</li> <li><input type="checkbox"/> Erasure or destruction of electronic records in such a manner that the information cannot be reconstructed.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The following records are maintained for at least 5 years and are readily accessible:<sup>13</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Prescription records</li> <li><input type="checkbox"/> Drug labels</li> <li><input type="checkbox"/> Patient profiles</li> <li><input type="checkbox"/> Counselling records</li> <li><input type="checkbox"/> Drug acquisition and sales records</li> <li><input type="checkbox"/> Prescriptions, or copies of them if they were refused to be filled</li> <li><input type="checkbox"/> Drug administration records</li> <li><input type="checkbox"/> Test interpretation records</li> <li><input type="checkbox"/> Test ordering and results records</li> <li><input type="checkbox"/> Prescribing records.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The sale of pharmaceuticals to other pharmacies occurs only for emergency supply on an individual patient basis. In the case of wholesale quantities of drugs, the pharmacy is compliant with the relevant establishment licensing requirements of Health Canada.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>All dispensed prescriptions have a record with the following information:<sup>13</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name and address of the patient</li> <li><input type="checkbox"/> Name and address of the prescriber</li> <li><input type="checkbox"/> Name of the drug</li> <li><input type="checkbox"/> Number of refills</li> <li><input type="checkbox"/> Manufacturer of the drug</li> <li><input type="checkbox"/> Strength and quantity of the drug</li> <li><input type="checkbox"/> Directions for use</li> <li><input type="checkbox"/> Date the drug is dispensed or refilled</li> <li><input type="checkbox"/> Total price charged</li> <li><input type="checkbox"/> Pharmacist's initials or signature</li> </ul>

<sup>13</sup> The Pharmaceutical Regulation, Part 9: Prescriptions and Records

<sup>14</sup> Records and Information Practice Direction

## 8. Faxed Prescriptions

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	The dispensary fax machine is only accessible to dispensary personnel. <sup>1</sup>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	Faxed prescriptions do not include medication requiring an M3P prescription unless the prescription is for methadone or buprenorphine/naloxone for opioid maintenance and the daily dosage is clearly indicated on the facsimile in addition to the M3P form. <sup>15</sup>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	Faxed prescriptions are only accepted if they are sent from a machine authorized by the prescriber. <sup>15</sup>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Faxed prescriptions are only accepted if they are legible, include all required prescription information, and have a signed certification that:<sup>15</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The prescription represents the original of the prescription drug order,</li> <li><input type="checkbox"/> The addressee is the only intended recipient, and</li> <li><input type="checkbox"/> The original prescription will be invalidated, securely filed and not transmitted elsewhere at another time.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	Faxed prescriptions are filed and stored for at least 5 years and are accessible for validation upon request by the College. <sup>15</sup>

## 9. Refill Recording System

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy utilizes a prescription refill recording system compliant with one of the following options:<sup>16</sup></p> <ul style="list-style-type: none"> <li>▪ <b>Option 1:</b> Recording and initialling refills on the original prescription.</li> <li>▪ <b>Option 2:</b> Recording and initialling refills in a hardcopy logbook.</li> <li>▪ <b>Option 3:</b> Recording refills using a computer-generated transaction system</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	The refill recording system applies to all prescriptions, including benzodiazepines and other targeted substances, but not narcotic or controlled medications. <sup>16</sup>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	Refills for targeted substances are not filled after 1 year from the date the prescription was written. <sup>16</sup>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	The logbook refill recording system (option 2 above) is retained for five years beyond the last refill date (if applicable). <sup>16</sup>

<sup>15</sup> Facsimile Transmission of Prescriptions Joint Statement

<sup>16</sup> Refill History Recording System Practice Direction

## 10. Prescription Labels

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescription label information is complete and includes:<sup>13</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient's name</li> <li><input type="checkbox"/> Prescription number</li> <li><input type="checkbox"/> Pharmacy name, address and telephone number</li> <li><input type="checkbox"/> Name of the drug as follows: <ul style="list-style-type: none"> <li><input type="checkbox"/> If a single entity drug, its generic name followed by the name of the manufacturer</li> <li><input type="checkbox"/> If a multiple entity drug, its trade name</li> </ul> </li> <li><input type="checkbox"/> The strength and quantity of the drug</li> <li><input type="checkbox"/> Name or initials of the person preparing the drug for dispensing</li> <li><input type="checkbox"/> Name or initials of the person performing the final check of the product</li> <li><input type="checkbox"/> The date the drug is dispensed</li> <li><input type="checkbox"/> Name of practitioner</li> <li><input type="checkbox"/> Directions for use</li> <li><input type="checkbox"/> Total price charged</li> <li><input type="checkbox"/> The number of refills, part-fills or doses remaining.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>In addition to the above required label information, labels for compliance packaged medication contain a clear description of the drug, including shape, colour, size, form, and any other identifiable markings.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Labels for compliance packaged medications are placed directly on the package.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Auxiliary labels are placed on the appropriate vials or compliance packages to indicate the package is not child resistant.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Drug labels are retained for a minimum of 5 years.<sup>13</sup></p>

Please affix a prescription label here featuring a **multiple ingredient** product

(Obliterate patient's name.)

Please affix prescription label here featuring a **single ingredient** product

(Obliterate patient's name.)

Please affix **compliance package label** here featuring a **multiple ingredient** product.

(Obliterate patient's name.)

Please affix **compliance package label** here featuring a **single ingredient** product.

(Obliterate patient's name)

## 11. Narcotic and Controlled Drugs Record Keeping

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Narcotic and controlled prescriptions are filed separately from prescriptions for medications on Health Canada's Prescription Drug List and other medications. <sup>17</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Narcotic part fill prescriptions are accepted only when the prescriber indicates in writing the total quantity of drug to be dispensed, the quantity of each fill, and the specific interval. <sup>13, 18</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	M3P prescriptions with part fills are entered into DPIN indicating the actual quantity supplied with the first fill and with each subsequent fill. <sup>19</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The documentation of narcotic part fills refers back to the original prescription number or transaction number, not the previous part fill
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All subsequent part fills of narcotics are cross-referenced to the original prescription authorization. <sup>17</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Narcotic, controlled drug and targeted substances acquisition and sales records (original invoices or "green pages equivalent") are dated and retained in a readily retrievable chronological manner for a period of 5 years. <sup>13</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	A narcotic and controlled drug perpetual inventory record system (logbook or computer record) is maintained for all drugs that require an M3P prescription. <sup>20</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Physical inventory counts are performed and documented at a minimum of every 3 months. <sup>20</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Discrepancies in perpetual and physical inventory counts are recorded by the pharmacy manager on an incident report form. <sup>20</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy manager takes necessary steps to identify the cause of a discrepancy or shortage and the responsible staff. The manager subsequently takes corrective actions. <sup>20</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The resolution to the discrepancy is recorded in the incident report form and significant shortages or diversions are reported to Health Canada and the College. <sup>20</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy manager maintains an inventory of expired or returned narcotics, and performs a physical count at least every 3 months. <sup>20</sup> The inventory records of expired and returned narcotics and controlled drugs includes the date of entry and quantity of the drug. <sup>20</sup>

<sup>17</sup> Narcotic Control Regulations to the *Controlled Drugs and Substances Act*

<sup>18</sup> Outline of Prescription Drug Regulations: M3P

<sup>19</sup> Manitoba Prescribing Practices Program Pharmacist Questions and Answers

<sup>20</sup> Narcotic and Controlled Drug Accountability Guidelines

## Drug Distribution and Storage

### **NAPRA Professional Competencies for Canadian Pharmacists at Entry to Practice. Competency #3: Product Distribution**

Pharmacists ensure accurate product distribution that is safe and appropriate for the patient.

### **CPhM Standard of Practice #6: Drug Distribution and Storage**

A member must comply with the conditions of sale for all prescription and non-prescription drugs, in accordance with applicable legislation, to ensure the safety and quality of drugs being distributed.

## **12. Storage, Disposal & Deliveries**

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Outdated drugs are removed from the areas of sale (i.e. quarantined) promptly to avoid any possibility of accidental resale. <sup>2, 5</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Narcotics are stored in a secure manner (i.e. locked cabinet) and out of public view.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Medications prepared pursuant to prescriptions are stored in the dispensary and inaccessible to the public. <sup>6</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All products regulated by the <i>Controlled Drugs and Substances Act</i> (e.g. narcotic, controlled, and targeted substances etc.) are delivered to the dispensary directly, or where applicable, to the receiving area and subsequently delivered to the dispensary. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Policies and procedures are in place to ensure the security of all medications during the time from delivery to the time the medication is stored safely and properly by dispensary staff. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The pharmacy has a policy and procedure for ensuring the integrity of temperature sensitive drugs during transport, storage and handling. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Temperature sensitive drugs are appropriately maintained between the time of dispensing and administration. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All courier or postal services that the pharmacy uses for delivery offer a signed proof of delivery/registered mail (or equivalent) for narcotic, controlled and targeted substances. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Delivery/shipping receipt information is retained for 60 days. <sup>2</sup>

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All medications for delivery are properly stored, and if not received by the patient, the medication is returned to the pharmacy within 24 hours. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	For pharmacies that provide services to Residential Care Homes (not PCH), all medication must be individualized for each patient and authorized in advance by either the physician or pharmacist.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Rubbing alcohol and stomach bitters are sold only from behind the dispensary counter. <sup>21</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Liquids for internal use are kept separate from those for external use in the pharmacy.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Distilled water is stored separately from other diluents in the pharmacy.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All expired drugs and devices are kept separately from other inventory until they are destroyed or returned to the supplier. <sup>2</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	All medication disposed of in such a manner as to ensure patient confidentiality in compliance with the <i>Personal health Information Act and Regulations</i> . <sup>2</sup>
<b>Destruction and return of narcotic and controlled drugs:</b>			
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Destruction of narcotic and controlled drugs at the pharmacy takes place in the presence of at least two health care professionals.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Destruction of the drugs is done in such a way as to ensure the substance is altered or denatured to such an extent that its consumption has been rendered impossible or improbable.
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The following information is recorded when drugs are destroyed at the pharmacy: <ul style="list-style-type: none"> <li><input type="checkbox"/> Name, strength and quantity of the drug</li> <li><input type="checkbox"/> Date of destruction</li> <li><input type="checkbox"/> Name of the two health care professionals witnessing the destruction</li> </ul>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	The sale of narcotics and controlled drugs to a licensed dealer occurs for the sole purposes of destruction. <sup>22, 23</sup>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	Prior to selling narcotics and controlled drugs to a licensed dealer, the pharmacist obtains a written, signed order from the licensed dealer authorizing the return. <sup>23</sup>

<sup>21</sup> Non-Potable Intoxicating Substances, Stomach Bitters and Rubbing Alcohol Regulation

<sup>22</sup> *The Controlled Drugs and Substances Act*, section 56

<sup>23</sup> Section 56 Class Exemption for Pharmacists and Persons in Charge of a Hospital for the Sale or Provision of Narcotics and Controlled Drugs to Licensed Dealers for Destruction

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The following information is recorded by the pharmacy when drugs are returned to a licensed dealer for destruction:<sup>23</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name, strength and quantity of the drug</li> <li><input type="checkbox"/> Name and address of the licensed dealer to whom the narcotic and/or controlled drugs were provided</li> <li><input type="checkbox"/> The name of the pharmacist requesting the destruction</li> <li><input type="checkbox"/> A copy of the authorization to return the narcotic or controlled drug.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>All destruction and return for destruction records are maintained for a period of 5 years.<sup>20</sup></p>

### 13. Compliance Packaging

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Compliance packaged medication is not returned and repackaged more than once for the <b>same patient</b> when lot numbers and expiry dates were not tracked <b>or</b> the pharmacy used a heat seal method of packaging.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Medication is only repackaged for the <b>same patient</b> if the pharmacy tracked the lot number and expiry date <b>and</b> a cold seal system was used.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Compliance packaged medication is never returned to the pharmacy and repackaged for a different patient.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy informs patients and caregivers that compliance packaging is not child resistant.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Proper hygiene procedures are followed when preparing compliance packaging, such as handwashing with hypoallergenic soap and the use of rubber or latex-free gloves.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Policies are in place to prevent the possibility of cross contamination for patients with known drug allergies, such as the use of rubber or latex-free protective gloves.<sup>2</sup></p>

## 14. Drug Programs Information Network (DPIN):

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The “Days Supply” field is filled in and calculated using professional judgement or calculated using the maximum dose resulting in a lower number of days supply.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>When accessing a patient profile in DPIN <b>without subsequently dispensing a prescription</b> on the same day, the pharmacist:<sup>2</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirms the identity of the person requesting access and their authority to do so,</li> <li><input type="checkbox"/> Clarifies the inquiry with respect to patient care,</li> <li><input type="checkbox"/> Documents the name of the person and reason for inquiry, and</li> <li><input type="checkbox"/> Retains this information for a period of 5 years.</li> </ul> <p>Note: There is no need for special documentation when the DPIN profile is accessed during the dispensing of prescriptions for the patient.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Where critical patient care codes MY and MZ appear, the pharmacist intervenes and documents the intervention(s) on DPIN and the patient’s record in the pharmacy.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>If a DPIN review or other information reveals an intervention is critical to patient care or results in a change in the prescription, the pharmacist documents the action in DPIN and the patient’s pharmacy record.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>If a pharmacist becomes aware of an individual that is receiving a drug that is excessive or inconsistent with good medical care, the pharmacist makes all reasonable attempts to consult with the prescriber(s).</p> <p>If the prescriber cannot be contacted, the identity of the patient and circumstances is forwarded in writing to the registrar at the College.<sup>2</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescriptions prepared but not picked up by the patient are electronically reversed in the patient’s record and the DPIN system prior to the 28 day deadline required by Manitoba Health.</p>



# **Patient Care**

## **NAPRA Professional Competencies for Canadian Pharmacists at Entry to Practice**

### **#2: Patient Care**

Pharmacists, in partnership with the patient and in collaboration with other health professionals, meet the patient’s health and drug-related needs to achieve the patient’s health goals.

### **15. Patient Counselling**

#### **CPHM Standard of Practice #1: Patient Counselling**

Each time a drug is dispensed pursuant to a prescription, a member must provide the patient with sufficient information to enable the patient to safely and effectively manage his or her drug therapy.

<p><b>1 2 3</b>  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy has a patient medication profile system to assist in counselling and the monitoring of patient adherence with their treatment plan. The system is able to record:<sup>24</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name, address, telephone number, date of birth (age), gender</li> <li><input type="checkbox"/> PHIN (for Manitoba residents)</li> <li><input type="checkbox"/> Clinical information (allergies, disease states, interventions etc.)</li> <li><input type="checkbox"/> Medication histories and current medications</li> <li><input type="checkbox"/> Use of relevant medical devices</li> <li><input type="checkbox"/> Non-prescription drug use, herbal and homeopathic drug use</li> <li><input type="checkbox"/> Non-medical use of tobacco, drugs and alcohol</li> <li><input type="checkbox"/> Laboratory results</li> <li><input type="checkbox"/> Non-safety vial requests</li> </ul>
<p><b>1 2 3</b>  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A licensed pharmacist, academic registrant, intern or student (under the direct supervision of a licensed pharmacist) provide patient counselling on the release of all new prescriptions.<sup>25</sup></p>
<p><b>1 2 3</b>  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A licensed pharmacist, academic registrant or intern exercises professional judgement as to the content of the dialogue on repeat and refill prescriptions. Possible topics for discussion include:<sup>25</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Changes in dosage regimes</li> <li><input type="checkbox"/> Compliance and efficacy</li> <li><input type="checkbox"/> Presence of adverse effects</li> </ul>

<sup>24</sup> Patient Profiles Practice Direction

<sup>25</sup> Patient Counselling Practice Direction

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Patient counselling for new prescriptions contains at a minimum:<sup>25</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirmation of the patient's identity</li> <li><input type="checkbox"/> Confirmation of the identify and strength of the medication being dispensed (show &amp; tell)</li> <li><input type="checkbox"/> Confirmation of the prescribed dosage regime</li> <li><input type="checkbox"/> Directions for use (including frequency, duration and route of therapy)</li> <li><input type="checkbox"/> Importance of compliance and what to do if a dose is missed</li> <li><input type="checkbox"/> Common side effects and what to do if present</li> <li><input type="checkbox"/> Food and drug interactions</li> <li><input type="checkbox"/> Activities to avoid</li> <li><input type="checkbox"/> Special storage requirements</li> <li><input type="checkbox"/> Prescription refill information</li> <li><input type="checkbox"/> How to monitor response to therapy</li> <li><input type="checkbox"/> Information regarding expected therapeutic outcomes</li> <li><input type="checkbox"/> When to seek medical attention</li> <li><input type="checkbox"/> Other information unique to the specific drug or patient</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>For patients with language or communication difficulties, the pharmacist uses any reasonable means to provide the counselling information listed above.<sup>25</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacist evaluates the patient's understanding of the counselling through appropriate questioning or follow-up.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>If a medication, a health care item or a medical device is delivered off premises, the pharmacist makes reasonable attempts to contact the patient directly to provide counselling.<sup>25</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>When direct verbal communication is not possible in advance of dispensing, written information is provided with the dispensed medication.<sup>25</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>In addition to counselling, printed drug information is supplied with all new and repeat prescriptions unless the materials are not available or it is not in the patient's best interests.<sup>25</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Patient counselling occurs in a confidential manner.<sup>25</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prior to recommending a NAPRA Schedule 2 or 3 drug, the pharmacist gathers specific information, such as:<sup>26, 27</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> History of complaint as well as length of present symptoms</li> <li><input type="checkbox"/> Condition or symptom(s) to be treated</li> <li><input type="checkbox"/> Current and relevant information regarding disease state(s), allergies and/or sensitivities</li> <li><input type="checkbox"/> Current medications and therapies previously tried.</li> </ul>

<sup>26</sup> Sale of Schedule 2 Drugs

<sup>27</sup> Sale of Schedule 3 Drugs

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Counselling of NAPRA Schedule 2 and 3 products includes:<sup>26, 27</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Directions for proper use and length of therapy</li> <li><input type="checkbox"/> Common adverse effects</li> <li><input type="checkbox"/> Expected response or outcome</li> <li><input type="checkbox"/> Non-drug treatments, if any</li> <li><input type="checkbox"/> Follow-up with the licensed pharmacist if there is no improvement or symptoms worsen</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A pharmacist, academic registrant or intern is available and accessible at all times for patients who wish to self-select a NAPRA Schedule III drug.<sup>25</sup></p>

## 16. Drug Information

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Only a pharmacist, academic registrant, intern or student (under the direct supervision of a licensed pharmacist) may handle drug information requests.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacist uses professional expertise and judgement in processing drug information requests, including:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Obtaining all necessary background information</li> <li><input type="checkbox"/> Interpreting the drug information request</li> <li><input type="checkbox"/> Conducting a thorough literature search</li> <li><input type="checkbox"/> Evaluating the literature in an accurate, unbiased manner</li> <li><input type="checkbox"/> Formulating a relevant and informative response</li> <li><input type="checkbox"/> Communicating the response in a verbal/written form</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists contribute to drug literature by reporting adverse drug reactions and medication incidents.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists are aware of more extensive sources of information and procedures necessary to access them.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Drug information services are available during regular hours of operation and where an “on call” service exists, the information is available after hours.</p>

## 17. Documentation

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacist decisions for Part 2 EDS made by a pharmacist, and the reasons for the decision, are documented in the patient's record and/or on the prescription.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>There is ongoing documentation of interventions recorded in the patient's profile that include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Actual and potential drug interactions and adverse effects</li> <li><input type="checkbox"/> Compliance &amp; drug discontinuation</li> <li><input type="checkbox"/> Changes to dosage regimen or quantity</li> <li><input type="checkbox"/> Counselling refusals</li> <li><input type="checkbox"/> Pharmacist's reasons for refusing to fill/refill a prescription</li> <li><input type="checkbox"/> Counselling on deliveries</li> <li><input type="checkbox"/> Provision of a lesser or greater quantity than specified by the physician, by package size restrictions, or upon patient requests</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>"Verbal Order", "V/O", "Phoned", "Copy", "Continued Care", "Partial Fill" or similar designations referring to how the authority to supply a prescription was obtained if not written or faxed are documented on the original prescription, new prescription or the new transaction hardcopy.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>"Deferred", "Unfilled", "Logged", or similar designation when prescription information is pre-entered into the pharmacy computer and the prescription is not filled is documented on the original prescription, new prescription or the new transaction hardcopy.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>"Prescriptions not filled", "NF", "ward stock", or similar designation when a prescription is provided from the OTC stock or from ward stock is documented on the original prescription, new prescription or the new transaction hardcopy.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Reference to an original prescription number is documented on a new hardcopy when an old prescription number is updated.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The refusal to fill a prescription is documented on the prescription and in DPIN as <i>Drug Utilization only</i>.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists document that they have taken reasonable steps to ensure patient safety by checking the appropriate boxes on M3P forms and signing the form when the prescription is filled.</p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Permission from the patient or caregiver for using non-child resistant packaging is documented and kept on the patient's file.<sup>2</sup></p>

## **Legal and Ethical**

### **18. Code of Ethics**

<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists keep informed about new pharmaceutical knowledge, clinical literature and guidelines through a commitment to lifelong learning. <sup>28</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists consult with other healthcare professionals to ensure optimal patient care. <sup>28</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists respect the autonomy of a minor who is able to make decisions about his or her health and healthcare and is able to consent to care. <sup>28</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists leave the treatment of themselves and their immediate families to other health professionals, except for minor conditions or emergency circumstances. <sup>28</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists do not delegate responsibilities requiring professional judgement except to another pharmacist.
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	If a pharmacist objects to providing a pharmacy product or service to a patient for moral and ethical reasons, the pharmacist explains the basis of their objection to the pharmacy manager and respects the patient's right to receive pharmacy products and services. <sup>28</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Pharmacists are involved in the education of pharmacy students, interns, residents and pharmacy technicians. <sup>28</sup>

### **19. Medication Incidents and Discrepancies or Near Misses**

#### **CPhM Standard of Practice #9: Incidents and discrepancies**

A member must expeditiously address, document and report incidents, discrepancies and adverse events in dispensing drugs and in providing patient care.

<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	Medication incidents are given priority over any other non-emergency tasks and duties the patient is contacted at once, and in the event the patient cannot be contacted, every effort is made to locate the patient. <sup>29</sup>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	The patient is contacted as soon as possible after an incident is discovered and provided with the correct medication in a timely manner. <sup>29</sup>

<sup>28</sup> Explanatory Document: Applying the Code of Ethics in Pharmacy Practice

<sup>29</sup> Medication Incidents and Discrepancies or Near-Miss Events Practice Direction

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy has policies and procedures for addressing, reporting, investigating, documenting, disclosing and learning from medication incidents.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>After an incident has been discovered, the pharmacist ensures that the incorrect medication is quarantined and/or returned to the pharmacy to avoid risk of harm or further harm.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescribers are notified about all medication incidents.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy manager is notified of all medication incidents.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy manager ensures that all staff member(s) involved in the incident are made aware of the incident.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Changes in processes or systems that may have led to the medication incident are identified, and a plan is developed and implemented to reduce the risk of the incident recurring. These changes are also reflected in the policies and procedures manual.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>All medication incidents are documented on a pharmacy incident report form.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Incident documentation is periodically assessed to determine if other changes must be made to pharmacy processes.<sup>29</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists help prevent recurrences of near misses and medication incidents in other practice sites in Manitoba and Canada by confidentially and anonymously reporting to the Institute for Safe Medication Practices Canada (ISMP) at <a href="http://ISMP-canada.org">ISMP-canada.org</a>.<sup>29</sup></p>

## Expanded Scope of Practice

### 20. Pharmacist Prescribing

#### **CPhM Standard of Practice #4: Prescribing and Dispensing Drugs**

A member who prescribes a drug must provide a written prescription to the patient to advise the patient that he or she may choose to have the prescription dispensed at another pharmacy or by the prescribing member.

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists only prescribe a medication when it is in the patient's best interest and after considering the risks and benefits to the patient and other relevant factors specific to the situation.<sup>30</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists do not prescribe a medication unless the intended use:<sup>30</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Is an indication approved by Health Canada;</li> <li><input type="checkbox"/> Is considered to be best practice or accepted clinical practice in peer-reviewed clinical literature; or</li> <li><input type="checkbox"/> Is part of an approved research protocol.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists only prescribe drugs or medical devices where they have the necessary knowledge, skill, and judgment about the condition for which the drug/device is prescribed.<sup>30</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists only prescribe a drug or medical device for a patient whom they have seen and assessed in person.<sup>30</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists who issue a prescription conduct a patient assessment which includes, but is not limited to, the following:<sup>30</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Demographic information</li> <li><input type="checkbox"/> Signs and symptoms</li> <li><input type="checkbox"/> Laboratory or other test results</li> <li><input type="checkbox"/> Medical history</li> <li><input type="checkbox"/> Allergies</li> <li><input type="checkbox"/> Current medications</li> <li><input type="checkbox"/> Extent and results of previous treatment</li> <li><input type="checkbox"/> Pregnancy and lactation status (if applicable)</li> <li><input type="checkbox"/> Patient preferences</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists issue a prescription only after presenting the patient with the therapeutic alternatives and providing the patient with adequate information so that the patient can make an informed decision.<sup>30</sup></p>

<sup>30</sup> Prescribing Practice Direction

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>A licensed pharmacist who issues a prescription must make and retain for 5 years a prescription record containing the following information:<sup>30</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name and address of the patient</li> <li><input type="checkbox"/> Patient's date of birth</li> <li><input type="checkbox"/> Name of the drug/device prescribed</li> <li><input type="checkbox"/> Strength, if applicable, and quantity of the medication</li> <li><input type="checkbox"/> Directions for use</li> <li><input type="checkbox"/> Number of refills</li> <li><input type="checkbox"/> Name of the licensed pharmacist issuing the prescription</li> <li><input type="checkbox"/> Date the prescription was written</li> <li><input type="checkbox"/> Treatment goal, diagnosis or clinical indication</li> <li><input type="checkbox"/> Rationale for the prescribing decision</li> <li><input type="checkbox"/> Follow up plan</li> <li><input type="checkbox"/> Other health professionals notified</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Prescriptions for exempted codeine preparations written by a pharmacist do not exceed 100 tablets or 250 mL to be dispensed initially, and no more than 200 tablets or 500 mL if part fills are indicated.<sup>31</sup></p>

## 21. Prescription Adaptation

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Adaptation of a prescription is based on an existing prescription provided by a practitioner.<sup>32</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Adaptation is limited to:<sup>32</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Dosage strength,</li> <li><input type="checkbox"/> Dosage interval, and/or</li> <li><input type="checkbox"/> Formulation</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists only adapt a prescription when they are knowledgeable of the patient, the condition being treated and the drug therapy, and if one or more of the following applies:<sup>32</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The prescription is not commercially available or is temporarily unavailable from the supplier;</li> <li><input type="checkbox"/> Information is missing from the prescription and sufficient information about the drug therapy can be obtained from the patient, patient record, or other sources;</li> <li><input type="checkbox"/> Adaptation will facilitate patient adherence to the prescribed regimen; or</li> <li><input type="checkbox"/> Adaptation will enable the patient to benefit from approved and existing third-party drug coverage.</li> </ul>

<sup>31</sup> Exempted Codeine Preparations Practice Direction

<sup>32</sup> Adaptation of a Prescription Practice Direction



<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Adaptations for prescription drugs covered under the <i>Controlled Drugs and Substances Act</i> do not exceed total amount of milligrams prescribed.<sup>32</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists document and maintains a record of all information related to the adaptation of a prescription, including:<sup>32</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A new prescription record signed by the licensed pharmacist;</li> <li><input type="checkbox"/> A clear reference on the new prescription indicating the location of the original prescription;</li> <li><input type="checkbox"/> The patient's informed consent;</li> <li><input type="checkbox"/> Patient name and, when available, PHIN;</li> <li><input type="checkbox"/> Pharmacist's name and signature or initials;</li> <li><input type="checkbox"/> Original prescription information;</li> <li><input type="checkbox"/> Rationale for the decision to adapt the prescription;</li> <li><input type="checkbox"/> Description of the adaptation; and</li> <li><input type="checkbox"/> Follow-up plan.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacist promptly notifies the original prescriber of the adaptation in addition to the information listed above.<sup>32</sup></p>

## 22. Administration of Drugs Including Vaccines

### CPHM Standard of Practice #5: Administration of Drugs

A member who administers a drug to a patient must:

- a) Do so only with the patient's authorization;
- b) Have policies and procedures in place respecting the administration of drugs and be prepared to immediately respond in emergencies, like anaphylaxis; and
- c) Only administer a drug if the pharmacy has facilities that are appropriate for the administration.

<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<p>All pharmacists that administer drugs, including vaccines, using an advanced method of administration hold a current certification for one of the following advanced methods:<sup>33</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Intradermal, subcutaneous, or intramuscular injection;</li> <li><input type="checkbox"/> Intravenously through an established central or peripheral venous access device; or</li> <li><input type="checkbox"/> Rectally.</li> </ul>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<p>Pharmacists that administer drugs and vaccines by injection possess current certification in CPR Level C (or HCP) and Emergency or Standard First Aid from a Workplace Safety and Health Branch approved in-person training program.<sup>34</sup></p>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<p>The pharmacy's policy and procedure manual includes a section on the administration of drugs, including vaccines, and emergency response protocols.<sup>35, 37</sup></p>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<p>Pharmacists ensure that the patient or the patient's agent is informed of the following information prior to obtaining consent for administering an immunization:<sup>36</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The expected benefits and risks of the immunization;</li> <li><input type="checkbox"/> Any information that a reasonable person in the same circumstances would require in order to make a decision about the immunization; and</li> <li><input type="checkbox"/> The importance of immediately consulting with the pharmacist or another healthcare professional if a reportable event occurs.</li> </ul>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<p>Pharmacists collaborate with the patient or the patient's agent and receive informed written consent prior to administering a drug or vaccine.<sup>33, 36, 37</sup></p>

<sup>33</sup> The Pharmaceutical Regulations, Part 14: Administration of Drugs by Members

<sup>34</sup> Application for Certification of Authorization to Administer Drugs and Vaccines by Injection

<sup>35</sup> The Pharmaceutical Regulations, Part 7: Standards of Practice

<sup>36</sup> *The Public Health Act, Part 4: Disease Control, Division 4: Immunization*

<sup>37</sup> Administration of Drugs Including Vaccines Practice Direction

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists review the relevant and applicable immunization guidelines, such as those set out by Manitoba Health and the National Advisory Committee on Immunization (NACI) prior to administering immunizations.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists report the details of immunizations (which may include personal health information) to the Manitoba Immunization Monitoring System.<sup>33, 37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy maintains a readily accessible supply of epinephrine syringes (“pens”) for emergency use, diphenhydramine, cold compresses and non-latex gloves.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists do not administer an injection to a person under five years of age.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacist do not administer a vaccine to a person under seven years of age.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists do not administer a drug, including a vaccine, to a family member unless there is no other alternative.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>The pharmacy maintains a clean, safe, private, and comfortable environment where injections are administered.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists perform a basic assessment of the patient prior to administration of a drug or vaccine, including:<sup>37</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Medical history;</li> <li><input type="checkbox"/> Current medical conditions;</li> <li><input type="checkbox"/> Condition of the administration site; and</li> <li><input type="checkbox"/> Past reactions to immunizations or other medications administered by injection.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Before administering of a drug or vaccine, the pharmacist counsels the patient on the following information:<sup>37</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name of the drug;</li> <li><input type="checkbox"/> Indication for the drug;</li> <li><input type="checkbox"/> Expected benefits and risks;</li> <li><input type="checkbox"/> Expected reaction;</li> <li><input type="checkbox"/> Common and rare side effects;</li> <li><input type="checkbox"/> Rationale for the 15-30 minute wait following the administration; and</li> <li><input type="checkbox"/> Importance of immediately consulting with the pharmacist if a reportable event occurs.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Patients are monitored for adverse reactions for a period of 15-30 minutes following administration of a drug or vaccine.<sup>37</sup></p>

<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Drug administration records are maintained in the pharmacy for all patients who receive a drug or vaccine from a pharmacist. Drug administration records include the following information:<sup>33</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient's name and address;</li> <li><input type="checkbox"/> Name of the drug and total dose administered;</li> <li><input type="checkbox"/> For an advanced method, or vaccination by any method, the manufacturer's name, lot number and expiry date of the drug;</li> <li><input type="checkbox"/> For an advanced method, the route of administration and the location on the body where the drug was administered;</li> <li><input type="checkbox"/> Name of the pharmacist administering the drug or vaccine;</li> <li><input type="checkbox"/> Date and time of administration;</li> <li><input type="checkbox"/> Any adverse events;</li> <li><input type="checkbox"/> Price charged to the patient.</li> </ul>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists handle all bodily fluids and tissues as if they were infectious, regardless of the patient's diagnosis.<sup>37</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Procedures are in place in the pharmacy to prevent needle stick injuries and actions to take if a pharmacist suffers a needle stick injury.<sup>38</sup></p>
<p>1 2 3  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>Pharmacists report reportable events within 7 days of becoming aware of the event.<sup>36, 37</sup></p>

### Additional Resources

[NAPRA: Standards of Practice for Canadian Pharmacists at Entry to Practice](#)

[NAPRA: Supplemental Standards of Practice for Schedule II and III Drugs](#)

[NAPRA Supplemental Competencies on Injection](#)

[NAPRA Guidelines to Pharmacy Compounding](#)

[NAPRA Model Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations](#)

[NAPRA Model Standards for Pharmacy Compounding of Hazardous Sterile Preparations](#)

<sup>38</sup> Needle Stick Injury Guidelines

**Notes for discussion or comment:**

