



# Friday Five

July 27, 2018

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### *The Accessibility for Manitobans Act (AMA)*

The Accessibility for Manitobans Act (AMA) was created by the Government of Manitoba, and became law in Manitoba on December 5, 2013. This legislation was enacted to improve accessibility by removing barriers that disable people, and applies to both public and private sector businesses in Manitoba.

If your business or non-profit organization has at least one employee, you must meet the Accessible Customer Service Standard by **November 1, 2018**. Additionally, if your business or non-profit organization has 20 or more employees, you must provide public notice that information about your compliance with the Customer Service Standard is available upon request.

The Accessible Customer Service Standard is a regulation under *The AMA*. It outlines the responsibilities of public and private organizations to provide goods and services in a fair and respectful

## Professional Development Opportunities

27th Annual Provincial Palliative Care Conference

[September 13 & 14, 2018](#)

Opioid Replacement Therapy 101 Introduction to Clinical Practice

[September 13 & 14, 2018](#)  
[November 22 & 23, 2018](#)

Health Sciences Centre Winnipeg Presents:

[The 22nd Annual Bug Day](#)

October 16, 2018

### Online Programs:

[Oral-Systemic Health Education for Non-Dental Healthcare Providers](#)

manner to all customers, including people disabled by barriers. A link to this regulation can be found [here](#).

The Accessible Customer Service Standard outlines common barriers to accessibility which include:

- Attitudinal barriers
- Communication and information barriers
- Technological barriers
- Systemic barriers
- Physical and architectural barriers

One of the requirements for compliance with the Accessible Customer Service Standard is that all businesses with at least one employee must introduce policies and practices. More information can be found in the FAQ [document](#).

Additional information can also be found at the following [link](#).

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## **Patient Advocates and The Personal Health Information Act**

*The Personal Health Information Act of Manitoba (PHIA)* provides patients with important rights concerning their personal health information.

*PHIA* defines a trustee as a health professional, health care facility, public body, or health service agency that collects and maintains personal health information. As such, pharmacists working in community practice are trustees of personal health information.

Patients have the ability to name a person such as a family member or friend to act as an advocate to access their personal health information. Patient consent must be granted in writing, unless exceptions outlined in Section 60(1) of *PHIA* apply.

As a trustee, community pharmacists must ensure that appropriate written consent is obtained (or exceptions outlined in Section 60(1) of *PHIA* apply) prior to releasing the patient's personal health information to a patient's agent or advocate.

The College of Pharmacists of Manitoba (College)

## **[Ordering Lab Tests for Manitoba Pharmacists](#)**

Visit [www.cphm.ca](http://www.cphm.ca) for more information on [Expanded Scope of Practice](#) training.

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## **[Self-Limiting Conditions Independent Study Program](#)**

Visit [www.cphm.ca](http://www.cphm.ca) for more information on [Expanded Scope of Practice](#) training.

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All PD opportunities are listed on the College website under

## **[Upcoming Professional Development Opportunities](#)**

reminds pharmacists that releasing a prescription to a person other than the intended patient is the sharing of personal health information, and it is important to ensure that the medication is released to an authorized agent or patient advocate.

The College encourages pharmacists to share the Manitoba Institute for Patient Safety document entitled *My Patient Advocate Agreement* with patients, and retain a copy of the signed document in the patient's file at the pharmacy. The *My Patient Advocate Agreement* can be found [here](#).

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### **Practice Direction: Conscientious Objection Approved**

On July 23, 2018, Council approved the Practice Direction on [Conscientious Objection](#). This new practice direction outlines the responsibilities of a pharmacist should they refuse to provide products or services for moral or religious reasons.

A pharmacist is permitted to object to the provision of a product or service if it appears to conflict with their moral or religious beliefs, or if they believe that their conscience will be harmed by providing the product or service. A pharmacist who knows they have a conscientious objection must immediately provide a written declaration to their pharmacy manager stating the basis of their objection in advance of receiving a request for the pharmacy service or product in question.

The pharmacist must take steps to ensure continuity of care for the patient, and guide the patient or prescriber to a pharmacist or pharmacy that can provide the desired service or product. A pharmacist cannot impede or block access to information, care or services. The patient must be treated in a non-judgmental manner and shall not be informed of the pharmacist's reason for their objection.

The [Conscientious Objection practice direction](#) is now in effect, and it is important for pharmacists and pharmacist managers to address and document any possible objection in advance of a patient request for service or products, to ensure patients receive timely

access to care.

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## The Knowledge Mobilization Tool: A Powerful Resource for Continuous Quality Improvement in Pharmacy Practice

Pharmacy professionals can face a vast body of knowledge and recommendations when it comes to researching medication safety solutions. A general internet search can cause frustration and apprehension as it is sometimes difficult to assess the quality and accuracy of medication safety recommendations from multiple sources.

The [Knowledge Mobilization Tool](#) (KMT) developed by the Institute for Safe Medication Practices Canada offers a novel solution to endless research and fact-checking. The KMT is an educational tool that gathers and sorts relevant, context-specific information to help healthcare practitioners address medication safety issues. The KMT is a database powered by almost a decade's worth of medication incident and near miss reporting by healthcare professionals and patients to ISMP Canada. Safety IQ pharmacies have been contributing to the ISMP Canada database for medication incidents and near misses since September 2017.

With the KMT, you can quickly and easily search incident analysis and recommendations made by ISMP Canada over the last decade. By searching the KMT you can find reports on previously published incidents, contributing factors, and published recommendations.

**Best of all, the KMT is now available as a mobile application for iPhone and IOS!**

Please visit the KMT platform to begin your search for medication safety solutions:

Desktop: <https://secure.ismp-canada.org/KMT/>

[Mobile Application for iPhone and iOs.](#)

Review the following article for more details on the KMT platform:

<https://www.ismp-canada.org/download/hnews/201712-HospitalNews-KMT.pdf>

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The *Friday Five* e-bulletin is published by the **College of Pharmacists of Manitoba** and is forwarded to every licenced pharmacist and pharmacy owner in the Province of Manitoba. Decisions of the College of Pharmacists of Manitoba regarding all matters such as regulations, drug-related incidents, etc., are published in the *Friday Five* . The College of Pharmacists of Manitoba therefore assumes that all pharmacists and pharmacy owners are aware of these matters.

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