



Guideline on Minimum Pharmacy Policy and Procedures Manual

Standard of Practice #13 of the Regulations to the *Pharmaceutical Act* requires the pharmacy manager to establish, implement and maintain written policies and procedures. A policy and procedure manual will provide pharmacy staff with clear direction on the scope and limitations of their functions and responsibilities. The manual will help ensure safe and effective pharmacy practice and will help identify, mitigate and avoid situations that expose patients and staff to inappropriate risks. The purpose of this guideline is to describe the minimum required content of the Policy and Procedures manual and to provide a template a pharmacy may use in the development of their individual manual. The manual must be 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 most recent revision.

The pharmacy manager must ensure all pharmacy staff are familiar with the manual. Policies and procedures are important for new staff orientation and crucial to staff development and continued competence.

Please note: If a pharmacy has received approval for another pharmacy component, each component must have a policy and procedure manual specific to that pharmacy component.

Mandatory Content:

A. Table of Contents

B. Introduction

C. General Practice

- Pharmacy information: Pharmacy name, address, telephone, fax, email, hours of operation
- Staff information: Pharmacy manager, pharmacists, technicians, other staff and contact information
- Position descriptions: Manager, pharmacists, technicians, assistants, clerks, etc.
- Security: Opening and closing procedure, keys, lock & leave (if applicable), alarm
- Non-prescription medication: Stock layout, NAPRA Schedule II & III drugs
- Delivery/mail
- Dress code
- Excused absences: Sick leave, vacation requests, leaves of absence

D. Dispensary

- Dispensary software (or Pharmacy Practice Management System - PPMS) and computer: PSV supplier, repair contact, computer supplies ordering, data backup

E. Reference library

- Federal/provincial legislation, compendium, drug interaction text, therapeutic text, dispensatory/foreign drug text, medical dictionary, OTC reference, natural health products and alternative therapies text, other references specific to the pharmacy's area of practice
- Counselling area
- Stock layout
- Workflow schematic (include a diagram and text to illustrate workflow)
- Narcotics: Storage area, inventory management, outdated stock, destructed or returned narcotics
- Regular inventory management: Maintenance, outdated stock
- Stock ordering: Principle supplier and contact, ordering procedure, inventory receiving protocol
- Child Resistant Container Policy
- Prescription balances or owing
- Policy on prescriptions not picked up
- Cold chain management and refrigerator temperature log

F. Pharmacy Practice

- Patient counselling: Counselling record, counselling for delivered prescriptions
- Administration of drugs including vaccines: procedure, informed consent (include sample form), anaphylaxis kit
- Pharmacist prescribing: continued care, OTC, minor ailments, uncomplicated cystitis, prescription adaptation (informed consent, adaptation notification form, documentation and rationale)
- DPIN documentation compliance: DPIN access, MY/MZ codes
- Lab test orders
- Compounding:
 - Non-sterile products: Compounding area, equipment (use and maintenance), compound formulas, compounding procedure, documentation (lot number, expiry date, quantity of each ingredient), product assessment, product packaging and labelling
 - Sterile products: Aseptic area, equipment, protective gear, hand washing procedure, WHIMIS training and MSDS location, compounding procedure, product assessment, product packaging and labeling
- Methadone and Suboxone: patient agreement (include sample document), patient verification procedure, witnessed dosing, missed dose, lost/stolen dose, vomited dose, carries

- Opioids, benzodiazepines/z-Drugs, and other sedatives (managing prescriptions that fall outside clinical guidelines, early refill requests, alternative care plans with prescribers, documentation of communication)
- Exempted Codeine Prescribing Procedures
- Client complaints against pharmacist or pharmacy
- Confidentiality: Confidentiality agreement (attach sample agreement), media calls
- Facsimile communication procedure
- Return policies for prescription, non-prescription and other health care products
- Privacy policy: Storage of email and electronic records (compliant with *The Personal Health Information Act* for 7 Years), storage and destruction of prescription hard copies (for 5 years compliant with the Regulations to *the Pharmaceutical Act*), storage and destruction of material with personal health information during the dispensing and counselling process
- Waste management: Sharps disposal, needlestick injury (prevention, managing injuries)
- Loss or theft: Procedure, documentation (including reporting to the CPhM), prevention measures
- Prescription forgeries: Procedure, documentation (including reporting to the CPhM)

G. Medication Incidents and Near Miss Events

- **Staff Training**
 - Medication Incidents and Near Miss Events
 - Communication
 - Safety IQ
 - Pharmacy Online Incident Reporting Platform/Program
- **Discovery and Disclosure**
 - Procedure when incident is discovered
 - Disclosure Process and Apology
 - Communication and documentation with Patient/Prescriber/Staff
- **Report**
 - Name of Pharmacy Online Incident Reporting Platform/Program:
 - Process for Reporting Incidents
 - Process for Reporting Near Miss Events
 - Documentation of Incidents and Near Miss Events
- **Investigation and Analysis**
 - Communication of Incident/Near Miss with Staff
 - Process for investigating and analyzing incident/near miss
 - Process for developing, documenting and monitoring action plans
 - Communication of action plans with patients and staff
- **Safety Self-Assessment**
 - Name of Safety Self-Assessment Tool used by Pharmacy
 - Procedure for completing Safety Self-Assessment
 - Development and Monitoring of actions related to Safety Self-Assessment

- Date of last Safety-Self Assessment
- **CQI Meetings**
 - Date of Last Meeting
 - Minutes of Meetings

H. Contacts

- Manager
- Staff
- Alarm company
- Wholesaler(s)
- Supplier(s)
- Local Physicians
- Third party
- Emergency services (police, fire/ambulance)

I. Additional Recommended Content

- Charge accounts: Accounts receivable, accounts payable, banking
- Cheques
- Staff Purchases
- Telephones

J. Distance Care Component (International Practice) (if applicable)

- Physician licensure confirmation (sample document with name and address)
- Counselling record
- Website and affiliate websites disclosed to the College

K. Residential Care Home (if applicable)

- Services provided to residential care homes

L. Emergency Preparedness

- [See the Emergency Preparedness Resource Kit for Pharmacists](#) for a complete explanation and information you should include in your Policy and Procedure Manual