

Policy and Procedure Manual

Clinical Practice Pharmacy



GENERAL INFORMATION

A. Pharmacy Information

Pharmacy Name: _____

Address: _____

Office Phone: _____

Mobile Phone: _____

After Hours Phone (if applicable): _____

E-mail Address: _____

Hours of Operation: _____

Standard 2.8.1 All pharmacies must be open for at least twenty-five (25) hours over a minimum of four (4) days per week unless the pharmacy manager or owner can demonstrate to Council that fewer hours will safely meet the needs of the patients receiving care from the pharmacy.

Standard 2.1.7 Access to services shall be available during all regular hours of operation. Where “on-call” service exists, information on how to access after-hours clinical information services shall be posted.
<http://mpha.in1touch.org/uploaded/web/Legislation/PD%20Clinical%20Practice%20&%20appendix.pdf>

B. Staff Information

Pharmacy Manager: _____

Pharmacist(s): _____

Pharmacy Technician(s): _____

Other Staff & Positions:

Standard 2.8.2 A licenced pharmacist does not need to be on site during all hours of operation of the pharmacy, but the practice of pharmacy or any required supervision cannot occur without a licenced pharmacist on site and the remaining staff must have access to the licenced pharmacist working off-site in case of urgent situations requiring the involvement of a licenced pharmacist.
<http://mpha.in1touch.org/uploaded/web/Legislation/PD%20Clinical%20Practice%20&%20appendix.pdf>

C. Position Descriptions

PHARMACY MANAGER:

PHARMACIST(S):

Standard 2.1.2 All clinical information requests must be handled by a licenced pharmacist, or a pharmacy resident (a person on the academic register) or a student or intern under the supervision of a licenced pharmacist.

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PHARMACY TECHNICIAN(S):

OTHER STAFF MEMBER(S):

SECURITY & PRIVACY

A. Pharmacy Security

Alarm Company Contact Information: _____

Individuals with Key(s) to Pharmacy: _____

Opening and Closing Procedures: _____

Standard 2.4.2 The pharmacy must be constructed in a manner of materials that protect the records from unauthorized access.

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B. Privacy and Security of Patient Files & Information

Storage of Patient Records: _____

Standard 2.3 Record Keeping

2.3.1 In addition to the requirements of section 79 of the regulations and in compliance with the practice direction related to Standard of Practice #12: Records and Information, the licenced pharmacist must retain records described in this practice direction for five (5) years.

<http://mpa.in1touch.org/uploaded/web/Legislation/Records%20and%20Information.pdf>

Hardware and Software Security: _____

Standard 2.4.1 Safeguards must be implemented in the receiving and sending of data to ensure patient personal health information is kept confidential.

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Fax Standard Compliance: _____

Standard 2.4.1 Safeguards must be implemented in the receiving and sending of data to ensure patient personal health information is kept confidential.

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Confidentiality Agreements: _____

Mail and Deliveries: _____

Computer Information:

Clinical Software (Software Used to Maintain Patient Information): _____

Repair Contact: _____

CLINICAL SERVICES

Patient Permission to Access Personal Health Information:

2.5.1 When accessing patient medication profile information, the clinical practice pharmacy licenced pharmacist must document:

- 2.5.1.1 Written permission from the patient for access to their personal health information;*
- 2.5.1.2 A description of the information being requested with respect to patient care;*
- 2.5.1.3 The name of the licenced pharmacist requesting the information and reason for the request*
<http://mpa.in1touch.org/uploaded/web/Legislation/PD%20Clinical%20Practice%20&%20appendix.pdf>

Documentation of Patient Information: _____

2.2.1 Documentation of Patient Information:

Licenced pharmacists shall maintain patient profiles for all patients, and that patient profile information shall include:

- 2.2.1.1 Demographic information: name, address, telephone number, date of birth (age), gender;*
- 2.2.1.2 Clinical information such as allergies and sensitivities and, where significant, disease state and/or chronic conditions;*
- 2.2.1.3 A comprehensive list of medications (e.g. drug name, strength);*
- 2.2.1.4 Use of relevant devices (e.g. self-testing, compliance devices, etc.);*
- 2.2.1.5 Relevant prior and present medical conditions;*
- 2.2.1.6 Non-prescription, herbal and homeopathic drug use;*
- 2.2.1.7 Non-medicinal use of drugs, alcohol, tobacco;*
- 2.2.1.8 Laboratory and/or physical examination results, if available.*

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Procedures for Processing Clinical Information Requests:

Standard 2.1.4 The licenced pharmacist shall use professional expertise and judgment in processing clinical information requests. This includes:

- 2.1.4.1 Obtaining the necessary background information so that the request is received in a complete and understandable form;*
- 2.1.4.2 Interpreting the clinical information request;*
- 2.1.4.3 Systematically and thoroughly conducting a literature search;*
- 2.1.4.4 Evaluating the literature in an accurate, unbiased manner;*
- 2.1.4.5 Formulating a relevant, coherent and informative response, and*
- 2.1.4.6 Communicating the response in a verbal and/or written form in a manner that is clear and understandable to the recipient.*

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Procedures for Accessing Patient Health Information (ie. DPIN Profile, Laboratory Values): _____

Procedures for Documenting Pharmacist Interventions: _____

Standard 2.2.2 Documenting Interventions:

Licensed pharmacists shall obtain the best possible medication history of the patient, from available sources such as the patient, DPIN profile, prescribers, other health care professionals, etc. When providing complete clinical services, licenced pharmacists will intervene and appropriately document the following:

- 2.2.2.1 Actual and potential medication related problems that are to be monitored;*
- 2.2.2.2 Actual and potential adverse effects that are to be monitored;*
- 2.2.2.3 Compliance;*
- 2.2.2.4 Drug discontinuations;*
- 2.2.2.5 Counseling on medications.*

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Communication with Physician(s) and/or Other Healthcare Professionals:

Standard 2.2.3 When an intervention is required, at the discretion of the licenced pharmacist, the licenced pharmacist shall promptly forward the assessment, recommendations, and results to the most appropriate practitioner and, if appropriate, the community licenced pharmacist, along with recommendations to enhance patient care and quality of life. After an intervention has occurred, and the recommendations have been made, the licenced pharmacist shall follow up with the patient within a reasonable timeframe to ensure the recommendation has enhanced patient care.

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Patient Counseling Procedures:

Standard 2.6 Patient Counseling

2.6.1 Licenced pharmacists must comply with the practice direction regarding counseling the patient with respect to content, follow-up and privacy, as stated in the community pharmacy, as well all other practice requirements applicable to a patient accessing the pharmacy services.

2.6.2 Content of the patient counseling information needs to be individualized for the needs of the patient, the condition(s) being treated and the knowledge and communication level of the patient.

2.6.3 All counseling areas must:

2.6.3.1 Have acoustic and visual privacy;

2.6.3.2 Have sound panels or opaque glass, unless in a separate room;

2.6.3.3 Ensure ready access to the reference resources and patient profile;

2.6.3.4 Ensure the physical needs of the patient are met.

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Reporting Adverse Events:

Standard 2.1.5 The licenced pharmacist shall contribute to the drug literature, by reporting any adverse events that have impacted upon patient safety.

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Clinical References:

Standard 2.1.1 The pharmacy manager must ensure the pharmacy has the minimum information resources as determined by Council

Standard 2.1.6 The licenced pharmacist shall be aware of more extensive sources of information and the procedures necessary to access them.

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Complaints:

Managing Complaints: _____

Incident/Discrepancy Reporting: _____

Policy and Procedure Manual:

2.7.1 Written policies and procedures for pharmacy services shall guide all personnel in the performance of their duties.

2.7.1 A comprehensive policy and procedure manual will contain information relating to professional responsibilities, protecting confidentiality and integrity of patient information, compliance with federal and provincial regulations and an operational Quality Assurance Program.

2.7.3. These policies and procedures shall 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 dates to indicate the time of the last review and/or revision.

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