



# College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

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## Practice Direction

### Standard # 11: Termination of Relationship with Patient

#### 1.0 Scope and Objective:

##### 1.1 Expected Outcome

This document is a practice direction of Council concerning the implementation of the principle of the Termination of Relationship with Patient through the authority of *The Pharmaceutical Regulations* to *The Pharmaceutical Act* and *The Pharmaceutical Act (Act)*.

##### 1.2 Document Jurisdiction (Area of Practice)

Compliance is expected from all licensed pharmacists in Manitoba practice.

##### 1.3 Regulatory Authority Reference

Section 56 of the Pharmaceutical Regulation under *The Pharmaceutical Act* allows Council to create this practice direction.

#### 2.0 Practice Direction

##### Definitions

##### 2.1 “Pharmacist/Patient relationship” means either

- 2.1.1 a relationship between a patient and an individual pharmacist within a practice site or
- 2.1.2 a relationship between a patient and all pharmacists within the same practice site

##### Providing Direction: Termination of patient relationship *by the licenced pharmacist*

2.2 A licenced pharmacist must carefully consider any decision to discontinue care and use reasonable efforts<sup>1</sup> to resolve any issues affecting the relationship with the patient prior to any final decision to terminating the relationship. If a licenced pharmacist is uncertain whether or not it is professionally acceptable to end a pharmacist-patient relationship, they are advised to seek additional professional advice.

2.3 A licenced pharmacist who terminates a relationship with a patient must:

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<sup>1</sup> Reasonable efforts include discussing with the patient, when possible, the reasons affecting the pharmacist’s ability to provide quality care and/or the elements that are necessary for an effective pharmacist-patient relationship.



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- 2.3.1 have reasonable grounds<sup>2</sup> for doing so and document those reasons on the patient record; and
  - 2.3.2 give the patient advance written notice and, where appropriate and feasible, verbal notice<sup>3</sup>, of the intention to terminate care and sufficient notice commensurate with the continuing care needs of the patient, but no less than 7 days notice; and
  - 2.3.3 advise the patient of the reasons for termination of the pharmacist-patient relationship in the above verbal and written notice ; and
  - 2.3.4 ensure the verbal communication of the decision to discontinue professional services is done in a manner which is as clear as possible and safeguards the patient's privacy; and
  - 2.3.5 ensure a written notice of the intention to discontinue professional services is signed by the pharmacy manager and a copy is retained by the pharmacy; and
  - 2.3.6 advise the staff of the pharmacy and other appropriate staff, on a need to know basis, that the pharmacist/patient relationship has been terminated and.
  - 2.3.7 notify the patient's physician/s or other primary care provider that the pharmacist/patient relationship has been terminated; and
  - 2.3.8 provide pharmacy services to the patient in the interim until the transfer is completed.
- 2.4 Notwithstanding 2.3.2 above, a licenced pharmacist may terminate a relationship with a patient without providing advance notice if:
- 2.4.1 the patient poses a risk to the licenced pharmacist, pharmacy staff or other patients; or
  - 2.4.2 the patient fails to respect professional boundaries; or
  - 2.4.3 the licenced pharmacist is leaving the practice location and another licenced pharmacist will assume the practice in the same location; or
  - 2.4.4 the licenced pharmacist is discontinuing practice at a particular practice site and the patient's care will be provided by another pharmacist on staff .
- 2.5 Notwithstanding 2.3.3 above, a licenced pharmacist may terminate a relationship with a patient without advising the patient in the above verbal and written notice of the reasons for termination of the pharmacist-patient relationship if disclosure of the reasons could be expected to:
- 2.5.1 result in immediate and grave harm to the patient's mental or physical health or safety; or
  - 2.5.2 threaten the mental health and physical health or safety of another individual; or
  - 2.5.3 pose a threat for public safety

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<sup>2</sup> Reasonable grounds might include a breakdown of trust and respect where there has been patient fraud or a communication breakdown.

<sup>3</sup> Situations (such as where there is a genuine risk of serious harm) may warrant written communication only.



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### 3.0 Compliance Adjudication

All documentation must be readily accessible and open to regulatory review.

### 4.0 Appendices

Not applicable

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*A Practice Direction is a written statement made by Council for the purposes of giving direction to members and owners about the conduct of their practice or pharmacy operations. Compliance with practice directions is required under the Pharmaceutical Act.*

*The process for development, consultation, implementation, appeal and review has been published on the College website.*

Development Source:

Standards of Practice Committee

Regulatory Reference:

Section 56(11) *The Pharmaceutical Regulations*

Consultation Close:

March 17, 2014

Authorized by Council:

June 23, 2014

Effective Date:

July 4, 2014

Revised:

Review Due:

*College of Pharmacists of Manitoba Mission:  
To protect the health and well being of the public by ensuring and  
promoting safe, patient-centred and progressive pharmacy practice.*

Member of the National Association of Pharmacy Regulatory Authorities