



## Depots: Direct Delivery of Pharmacy Services Policy

### Preamble

Ideally prescriptions should be provided to the patient by a pharmacist. However, it is recognized that in some instances, for various reasons, prescriptions are delivered to a patient through an agent acting on their behalf. This poses particular challenges to pharmacists in meeting their responsibilities to the patient. The following standards are intended to provide a level of delivery service that is consistent to all patients throughout the province.

It is important to note that these standards will apply to situations where a prescription is delivered outside the premises of a pharmacy to a patient or an agent of the patient.

### General

1. **The proposed service must be documented and submitted to the College.** It should describe the provision of service and how it will meet local needs.
2. The service must comply with *The Pharmacy and Pharmacy Disciplines Act* and the SCPP Regulatory Bylaws.
3. **The proposed service** must emanate from a permitted proprietary pharmacy. This means that the resources of a conventional pharmacy must be available to support the extended services of the pharmacist. The pharmacy manager must annually or at any significant change in operation of the depot (i.e. new ownership, renovations or relocation, staffing changes) attend at the depot location in person for quality assurance purposes.
4. It is the responsibility of the pharmacist to ensure that the patient receives sufficient information and education for the proper use of the drug delivered. Ensure all drug and medical information is documented and all drug related issues are dealt with and follow-up is done to ensure issues have been resolved. See “Patient Education” below for further details.
5. It is the responsibility of the pharmacist to ensure that the patient’s right to confidentiality is paramount. To this end, when delivering prescriptions, the outer package shall contain only the name and address of the patient. All communication and distribution of materials is done in a sealed manner, blind to the depot site.
6. The pharmacist shall ensure the proper storage; safety and security (not accessible by the public) requirements during transport to and at the depot site are in place. See “Location and Access” below for further details.
7. There will be no external signage that gives the false impression that the depot is a pharmacy. Signage is permissible that indicates the premise is a depot of “x” pharmacy,

in which case the sign shall contain the pharmacy name, pharmacy address and phone number.

8. The depot location is not to sell any medical products restricted to a licensed pharmacy or other licensing authority.

### **Location and Access**

1. The depot cannot be located in the same community as a proprietary pharmacy.
2. The depot must be located in a secured, well-lit, indoor, well-ventilated area appropriate for the provision of health care services.
3. The location for storing prescriptions must be constructed so it is locked, not accessible to the public and physically separated from any non-secured area of the depot.
4. The depot must be accessible to the public only during the hours that a pharmacist is physically present either at the depot or the pharmacy that operates it. The depot will not operate, i.e. no medication will be released when the main pharmacy is not.
5. Contact information must be well publicized at the depot, and patients must be able to contact the main pharmacy without charge for contact.

### **Documentation**

1. The pharmacist shall take reasonable steps to be satisfied that all personnel responsible for the delivery of prescriptions are reliable and must provide a documented paper trail and proof of delivery.

All methods of delivery should ensure that the integrity (proper storage requirements) of the product is maintained.

Once the prescriptions arrive at the depot they should be checked against the packing list and stored in the secured area

At pick up a signature shall be obtained from the patient or patient's agent and kept on file at the pharmacy.

The pharmacist is responsible for ensuring that reasonable security and supervision of prescriptions is maintained between the time the prescription leaves the pharmacy and the time when the prescription is picked up.

2. Prescriptions not picked up within seven (7) days shall necessitate that the patient be contacted and if the medication is no longer required the prescription is to be returned to the pharmacy and it is the responsibility of the pharmacist to ensure that the prescription information is corrected on the Pharmaceutical Information Program (PIP) system and reversals to the Saskatchewan Drug Plan, NIHB and other third party payers are completed.

## PATIENT EDUCATION

### SCPP

Providing pharmacy depot services must meet the SCPP Standards of Practice regarding patient education. It is the role of the pharmacist to ensure the patient gets maximum benefit from prescription and non-prescription drugs by providing the appropriate information for the patient to understand the use, precautions, common side effects, and storage requirements of the medication.

The pharmacist shall ensure that the medication is delivered to the person or his/her agent and that, if not already received, the patient or agent receives instructions, either written or verbal, on the proper utilization of the medication including dosage, storage and precautions.

### NAPRA

Pharmacists must continue to meet the patient care requirements in the *NAPRA Model Standards of Practice for Canadian Pharmacists* when providing depot services.

1. **General Standard:** Pharmacists apply their medication and medication use expertise while performing their daily activities.

**Model Standard of Practice:** Pharmacists, when providing patient care when dispensing medications or medication therapies:

- review each prescription for a medication that a patient is taking for the first time to ensure that this medication is the most appropriate for the specific patient, including collecting and interpreting relevant patient information to ensure that:
  - there are no significant drug interactions or contra-indications, and
  - the medication is the most appropriate in view of patient characteristics, other conditions and medications, and
  - the dose and instructions for use of the medication are correct
- assess the appropriateness of providing a refill of a medication requested by a patient by collecting and interpreting relevant patient information to ensure:
  - there are no significant drug interactions, contra-indications or adverse effects, and
  - the medication is still required, and
  - the dose and instructions for use of the medication are correct, and
  - that the patient is receiving appropriate monitoring for this medication and disease
- address problems with compliance that pose risks to the patient or can affect the efficacy of the medication by:
  - educating the patient, and
  - making changes to their medications and/or medication therapies in accordance with authorities granted to pharmacists by laws/regulations/policies/guidelines, or
  - contacting a prescriber to recommend changes in therapy
- educate patients to whom they dispense medication or medication therapies to enable the patients to receive the intended benefit of the medication or therapies

- educate patients to whom they sell medications, or to whom they recommend self-care, to enable the patients to receive the intended benefit of the medication or therapies
2. **General Standard:** Pharmacists provide evidence of application of their medication and medication-use expertise through documentation
- Model Standard of Practice:** Pharmacists when providing patient care:
- document their decisions/actions, supporting patient and related information, and their interpretation of this information, including their:
    - appropriate education of patients to whom they dispensed medications or medication therapies
3. **General Standard:** Pharmacists communicate effectively
- Model Standard of Practice:** Pharmacists, when providing patient care:
- listen to patients and respect their views about their health and medications
  - give patients the information they need to make decisions about their care in a way they can understand, including addressing communication challenges related to foreign languages or illiteracy
  - respond to patient's questions
4. **General Standard:** Pharmacists demonstrate professionalism and apply ethical principles in their daily work.
- Model Standard of Practice:** Pharmacists, when providing patient care:
- protects the patient's privacy when collecting and using relevant information
  - educate and enable patients to make informed choices, involving them in decision-making
  - educate patients to support their ability to provide self-care
  - ensure confidentiality of patient information is maintained

## REFERENCES

1. National Association of Pharmacy Regulatory Authorities (NAPRA). *Model Standards of Practice for Canadian Pharmacists*. Available at: [http://napra.ca/sites/default/files/2017-09/Model\\_Standards\\_of\\_Prac\\_for\\_Cdn\\_Pharm\\_March09\\_layout2017\\_Final.pdf](http://napra.ca/sites/default/files/2017-09/Model_Standards_of_Prac_for_Cdn_Pharm_March09_layout2017_Final.pdf)
2. Ontario College of Pharmacists. *Opening a Remote Dispensing Location*. Available at <http://www.ocpinfo.com/practice-education/opening-operating-pharmacy/opening-rdl/>
3. Manitoba College of Pharmacists. *Manitoba Pharmaceutical Regulation*. Available at <http://mpha.in1touch.org/uploaded/web/Legislation/Manitoba%20Pharmaceutical%20Regulations%20current%20as%20of%202015.02.24.pdf>

