



College of Pharmacists of Manitoba

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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 and computer: PSV supplier, repair contact, computer supplies ordering, data backup

- 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

E. 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, prescription adaptation (informed consent, adaptation notification form, documentation and rationale)
- DPIN documentation compliance: DPIN access, MY/MZ codes
- Medication incidents and discrepancies: Procedure and documentation
- 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
- 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)

F. Contacts

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

G. Additional Recommended Content

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

H. 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

I. Residential Care Home (if applicable)

- Services provided to residential care homes