



College of Pharmacists
of British Columbia

Pharmacy Licensure in British Columbia

Information Guide and Resources

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1.0 INTRODUCTION

The opening and initial operation of a pharmacy is an exciting yet challenging venture. There are many logistical details to plan and numerous operational requirements to address. This information guide has been prepared to assist you through the process of acquiring a pharmacy licence. It is intended as an overview and should not be considered definitive in every respect. Please contact the College for any questions you have about the licensure process.

The requirements of owning and operating a pharmacy are set out in the *Pharmacy Operations and Drug Scheduling Act (PODSA)* and its bylaws.

2.0 TIMELINES

A pharmacy owner or director must submit the pharmacy application and required documents. The following timelines are required after the initial application submission:

Application and diagram approval	10 business days
College advises Pharmacare of new application	2 business days
College emails contact advising of approval - including eServices ID (licence number) for future reference	1 business day
Pharmacare forwards agreement and related documents to contact and initiates process	50 business days
Pharmacy manager contacts College to arrange preopening site visit. Must submit Preopening report, Acknowledgement of Completion, City Business licence	20 business days prior to proposed opening
College conducts site visit*	Approximately 2 to 12 business days prior to scheduled opening date
College advises Pharmacare if authorized to open	2 business days
College sends pharmacy licence	10 business days after opening

*Sufficient lead-time must be given to the College in order to ensure a pre-opening site visit can be conducted.

3.0 OPENING A NEW COMMUNITY PHARMACY

3.1 PHARMACY OWNERSHIP

A person authorized by any enactment to prescribe drugs must not, directly or indirectly, own a pharmacy (PODSA 5(1)).

A pharmacy must be owned by:

- (a) a pharmacist or a partnership of pharmacists
- (b) a corporation incorporated under the *Company Act* or the *Business Corporations Act* in which the majority of directors in the corporation are pharmacists
- (c) a partnership of corporations in which each corporation is incorporated under the *Company Act* or the *Business Corporations Act* and a majority of directors in each corporation are pharmacists
- (d) a hospital as defined in the *Hospital Act*
- (e) an association incorporated under the *Cooperative Association Act*
- (f) a society incorporated under the *Society Act*
- (g) a university as defined in the *University Act*
 - (g.1) the Thompson Rivers University
- (h) the City of Vancouver or a municipality, or
- (i) the government (PODSA 5(2))

The owner of a pharmacy, and the directors of a corporation that owns a pharmacy, must comply with the bylaws respecting the duties of an owner (PODSA 5(3)).

A pharmacy owner or director must appoint a pharmacy manager whenever necessary, and notify the Registrar in writing of the appointment and any resignation of a pharmacy manager (PODSA Bylaw 3(5)).

An owner must ensure that the requirements to obtain a pharmacy licence under the *Pharmacy Operations and Drug Scheduling Act* and the Bylaws are met at all times (PODSA Bylaw 3(6)).

A pharmacy owner or director must:

- (a) cooperate with inspectors acting under section 17 of the *Act* or sections 28 or 29 of the *Health Professions Act*;
- (b) ensure that registrant and pharmacy assistant staff levels are commensurate with the workload volume and patient care requirements at all times;
- (c) ensure appropriate security and storage of all Schedule I, II and III drugs, and controlled drug substances for all aspects of pharmacy practice including operation of the pharmacy without a registrant present;
- (d) ensure that confidentiality is maintained with respect to all pharmacy and patient records in accordance with all applicable legislation;
- (e) make reasonable security arrangements in respect of unauthorized access, collection, use, disclosure or disposal of personal information kept on the pharmacy premises;

- (f) ensure the correct and consistent use of the community pharmacy operating name as it appears on the community pharmacy licence for all pharmacy identification on or in labels, directory listings, signage, packaging, advertising and stationery;
- (g) ensure that appropriate security is in place for the premises generally;
- (h) advise the Registrar in writing in the event of a pharmacy closure or relocation at least thirty days before the effective date of a proposed closure or relocation;
- (i) advise the Registrar if the pharmacy is providing pharmacy services over the internet, and provide to the registrar the internet address of every website operated or used by the pharmacy;
- (j) ensure the pharmacy contains the reference material and equipment approved by the board from time to time, and
- (k) require all registrants, owners, managers, directors, pharmaceutical representatives, pharmacy assistants, and computer software programmers or technicians who will access the in-pharmacy computer system to sign an undertaking in a form approved by the registrar to maintain the confidentiality of patient record information (PODSA 3(2)).

3.2 REQUIRED INCORPORATION DOCUMENTS

For community pharmacies, the following documents must be filed with the Registrar of Companies. Once the Registrar of Companies has certified these documents, a photocopy must be submitted to the College office.

If incorporated after March 29, 2004

- Copy of Certificate of Incorporation
- Copy of Incorporation Application
- Copy of the certified Notice of Articles

If a change of directors has occurred since incorporating

- Copy of the Notice of Change of Directors

If incorporated before March 29, 2004

- Copy of Certificate of Incorporation
- Copy of Memorandum of Incorporation

If a change of directors has occurred since incorporating

- Copy of the Notice of Change of Directors

When the manager ceases to manage the pharmacy, the location of the pharmacy changes or the ownership of the pharmacy changes, the pharmacy licence is cancelled (PODSA 6(1)). The licence will be re-issued upon notification of the change of manager, notification of the change of location or the receipt of the change of ownership document, incorporation documents and the required fees.

3.3 PHARMACY MANAGER

Every pharmacy must be under the direct management of a pharmacist registered under the full pharmacist registration category (PODSA 2(1)(b)(ii)).

The pharmacy manager is responsible for ensuring that operation of the pharmacy is in accordance with the requirements of federal and provincial legislation. No pharmacist shall permit a non-pharmacist to direct, influence, control or participate in the management of the professional functions of the pharmacy.

The responsibilities of pharmacy managers, owners and directors are set out in PODSA Bylaws 3(2) and 10:

The pharmacy manager must:

- (a) actively participate in the day-to-day management of the pharmacy,
- (b) confirm that the staff members who represent themselves as registrants are registrants,
- (c) notify the registrar in writing of the appointments and resignations of registrants as they occur,
- (d) cooperate with inspectors acting under section 17 of the *Pharmacy Operations and Drug Scheduling Act* or sections 28 and 29 of the *Health Professions Act*,
- (e) ensure that registrant and pharmacy assistant staff levels are commensurate with the workload volume and patient care requirements at all times,
- (f) ensure that new information directed to the pharmacy pertaining to drugs, devices and drug diversion is immediately accessible to registrants and pharmacy assistants,
- (g) establish policies and procedures to specify the duties to be performed by registrants and pharmacy assistants ,
- (h) establish procedures for:
 - (i) inventory management
 - (ii) product selection, and
 - (iii) proper destruction of unusable drugs and devices,
- (i) ensure that all records related to the purchase and receipt of controlled drug substances are signed by a full pharmacist,
- (j) ensure appropriate security and storage of all Schedule I, II, and III drugs and controlled drug substances for all aspects of pharmacy practice including operation without a registrant present,
- (k) ensure there is a written drug recall procedure in place for pharmacy inventory,
- (l) ensure that all steps in the drug recall procedure are documented, if the procedure is initiated,
- (m) ensure that each individual working in the pharmacy wears a badge that clearly identifies the individual's registrant class or other status,
- (n) ensure that confidentiality is maintained with respect to all pharmacy and patient records in accordance with all applicable legislation,
- (o) make reasonable security arrangements in respect of unauthorized access, collection, use, disclosure or disposal of personal information kept on the pharmacy premises,
- (p) notify the registrar as soon as possible in the event that he or she will be absent from the pharmacy for more than eight weeks,
- (q) notify the registrar in writing within 48 hours of ceasing to be the pharmacy's manager,
- (r) ensure the correct and consistent use of the community pharmacy operating name as it appears on the community pharmacy licence for all pharmacy identification on or in labels, directory listings, signage, packaging, advertising and stationery,
- (s) ensure that appropriate security is in place for the premises generally,
- (t) in the event of a pharmacy closure or relocation:
 - (i) notify the registrar in writing at least thirty days before the effective date of a proposed closure or relocation unless there are extenuating circumstances,

- (ii) provide for the safe transfer and appropriate storage of all Schedule I, II, and III drugs and controlled drug substances,
 - (iii) advise the registrar in writing of the disposition of all drugs and prescription records at the time of a closure,
 - (iv) provide the registrar with a copy of the return invoice and any other documentation sent to Health Canada in respect of the destruction of all controlled drug substances,
 - (v) arrange for the safe transfer and continuing availability of the prescription records at another pharmacy, or an off-site storage facility that is bonded and secure, and
 - (vi) remove all signs and advertisements from the closed pharmacy premises,
- (u) ensure sample medications are dispensed in accordance with the requirements in the Drug Schedules Regulation,
 - (v) advise the registrar if the pharmacy is providing pharmacy services over the internet, and provide to the registrar the internet address of every website operated or used by the pharmacy,
 - (w) ensure the pharmacy contains the reference material and equipment approved by the board from time to time,
 - (x) require all registrants, owners, managers, directors, pharmaceutical representatives, pharmacy assistants and computer software programmers or technicians who will access the in- pharmacy computer system to sign an undertaking in a form approved by the registrar to maintain the confidentiality of patient record information,
 - (y) retain the undertakings referred to in paragraph (x) in the pharmacy for 3 years after employment or any contract for services has ended
 - (z) be informed of the emergency preparedness plan in the area of the pharmacy that he or she manages and be aware of his or her responsibilities in conjunction with that plan.

A community pharmacy's manager must develop, document and implement an ongoing quality management program that:

- (a) maintains and enforces policies and procedures to comply with all legislation applicable to the operation of a community pharmacy,
- (b) monitors staff performance, equipment, facilities and adherence to the *Community Pharmacy Standards of Practice*, and
- (c) includes a process for reporting, documenting and following up on known, alleged and suspected errors, incidents and discrepancies.

4.0 APPLICATION FOR LICENSURE

4.1 NEW PHARMACY

If you are planning to open a new pharmacy, you need to notify the College office at least **85 business days** prior to the requested opening date. Pharmacare will only be notified once the College has received the completed New Pharmacy Application, all required Incorporation Documents and pharmacy diagram has been approved.

Your application for a pharmacy licence must include:

- Completed and signed New Pharmacy Application http://library.bcpharmacists.org/K-Forms/K-3_Licensure/9001-App_New_Pcy_Community.pdf
 - Addresses must be complete including a suite or unit number, and a street address for pharmacies located in shopping centres. If the pharmacy mailing address is a postal box number, include both the box number and street address.
- The Certificate of Incorporation Incorporation Application
- The Notice of Articles identifying the directors of the corporation, or an Application for Change of Directors, showing a change of directors.
- Diagram of pharmacy area (PODSA 9(2) and 11). The diagram must be architecturally drawn to a scale that is ¼ inch = 1 foot. Diagram reviews can take up to **10 business days**.
- Proof that the municipality in which the pharmacy is located has issued a business licence for the pharmacy to the pharmacy's owner or manager. **This must to be provided prior to final authorization to open.**
- Pharmacy licence fee

You will be notified of the approval of your initial New Pharmacy Application and related documents.

The pharmacy licence will be processed once the pre-opening inspection has been completed, business licence has been received and you have been authorized to open.

4.2 CHANGE OF OWNERSHIP

If you are planning a change of ownership, you need to notify the College office at least **35 business days** prior to the requested change. Pharmacare will only be notified, once the College has received the completed New Pharmacy Application, all required Incorporation Documents and pharmacy diagram has been approved.

Your application for a pharmacy licence must include:

- Completed and signed New Pharmacy Application http://library.bcpharmacists.org/K-Forms/K-3_Licensure/9001-App_New_Pcy_Community.pdf
- The Certificate of Incorporation,
- Incorporation Application,

- The Notice of Articles identifying the directors of the corporation, or an Application for Change of Directors, showing a change of directors,
- Diagram of pharmacy area (PODSA 9(2) and 11). The diagram must be architecturally drawn to a scale that is ¼ inch = 1 foot. Diagram reviews can take up to **10 business days**.
- Proof that the municipality in which the pharmacy is located has issued a business licence for the pharmacy to the pharmacy's owner or manager, and
- Pharmacy licence fee.

The pharmacy licence will be processed once the pharmacy diagram has been approved and the business licence has been received.

4.3 RENOVATIONS/RELOCATIONS

Renovation/Relocation with or without Router move

You must notify the College office of your plans at least **50 business days** prior to the requested renovation/relocation date.

An application http://library.bcpharmacists.org/K-Forms/K-3_Licensure/9003-App_Pcy_Relocation_Renovation.pdf, architecturally drawn diagram to a scale that is ¼ inch = 1 foot of the changes, including the distance that the modem and router will be moved (if applicable) is required.

Pharmacare will only be notified once the College has received all required documentation.

4.4 PRE-OPENING SITE REPORT/VISIT

The pharmacy manager must complete the pre-opening report and photo checklist, both of which are available on the College website at http://library.bcpharmacists.org/K-Forms/K-3_Licensure/9084-PY_Preopening_Site_Visit_Report.pdf and http://library.bcpharmacists.org/K-Forms/K-3_Licensure/9105-Pharmacy_Photo_Checklist.pdf at least **10 business days** before the planned pharmacy opening date.

Scan and email the preopening report along with photos numbered and labelled in the order outlined on the photo checklist to licensure@bcpharmacists.org and a College Compliance Officer will contact you. There is no fee for reviewing the report. All new pharmacy premises must meet all requirements prior to being authorized to open.

The *Acknowledgement of Completion of Confidentiality* form http://library.bcpharmacists.org/K-Forms/K-6_PharmaNet/9083-Acknowledgement_Completion_Confidentiality_Procedures.pdf must be faxed to the College office **20 business days** prior to the proposed opening date, to ensure sufficient time for the PharmaNet connection.

If a change in opening date is required, notify the College immediately. If pharmacy opening date changes, it will delay pre-opening approval process (ie. date of opening)

In the case where an unsuccessful preopening site visit occurs, a follow-up inspection by a College Compliance Officer will be required.

Until the College has authorized the pharmacy to open, pharmacy signs and advertisements cannot be displayed to the public.

5.0 THE COMMUNITY PHARMACY DIAGRAM

5.1 NEW PHARMACIES, CHANGE OF OWNERSHIP, RENOVATIONS AND RELOCATIONS

An architecturally drawn diagram of the Dispensary and Professional Products Areas of the pharmacy must be submitted to the College office at least **50 business days** prior to the requested opening date.

The diagram of the pharmacy must have all measurements **drawn to a scale of ¼ inch = 1 foot** and must indicate:

- (a) The location of entrances, stairs, escalator(s), washroom(s), store room or storage areas, appliances and the fixtures, and the layout for the Professional Products Area (Schedule III Products), Professional Services Area (Schedule II Products), the Dispensary (Schedule I Products) and the Patient Consultation Area.
- (b) The dimensions of the Dispensary Area, including all shelving fixtures, and the dimensions of the dispensing counter space. Customer service area and office function space will not be considered as dispensing counter space.
- (c) The location, within the dispensary, of the double stainless steel sink(s), refrigerator, Professional Services Area (Schedule II Products) and reference material.
- (d) The type and location of the:
 - (i) alarm system and the individual detectors,
 - (ii) controlled drug substances storage equipment,
 - (iii) gate or door that will make the dispensary inaccessible to the public.
 - (iv) if applicable, the “Operation without a Full Pharmacist” requirements described in PODSA Bylaw, Section 12.
- (e) The Professional Products Area in relation to the total floor area of the premises, showing:
 - (i) that it extends no more than 25 feet from the perimeter of the dispensary,
 - (ii) the manner in which it is made visually distinctive from the remaining areas of the premises by signage. Include the location of the Medication Information sign and any Pharmacy signs used to identify the boundaries of the Professional Products Area.
- (f) The area provided for patient consultation.
- (g) The location of a separate and distinct area consisting of at least 40 square feet reserved as secure storage space.

6.0 COMMUNITY PHARMACY PREMISES

Minimum standards regarding the premises of a community pharmacy are detailed in the *Pharmacy Operations and Drug Scheduling Act*, its *Bylaws*, and in *Board policy*.

6.1 DISPENSARY AREA

1. The Dispensary Area must:

- (a) be a minimum of 160 square feet,
- (b) be made inaccessible to the public by means of gates or doors across all entrances,
- (c) include a dispensing counter with at least 30 square feet of clear working space, in addition to service counters,
- (d) contain adequate shelf and storage space,
- (e) contain a double stainless steel sink with hot and cold running water, and
- (f) contain an adequate stock of drugs to provide full dispensing services.

2. Each registrant must wear a badge that clearly identifies that individual's registrant class.

3. In all new and renovated community pharmacies, an appropriate area must be provided for patient consultation that:

- (a) ensures privacy and is conducive to confidential communication, and
- (b) includes but is not limited to one of the following:
 - (i) a private consultation room, or
 - (ii) a semi-private area with suitable barriers.

6.2 PROFESSIONAL PRODUCTS AREA

The Professional Products Area is the area of a community pharmacy that contains Schedule III drugs (PODSA Bylaw definitions).

In locations where the pharmacy does not comprise 100 per cent of the total area of the premises, the pharmacy's manager must ensure that:

- (a) the Professional Products Area extends not more than 25 feet from the perimeter of the dispensary and is visually distinctive from the remaining areas of the premises by signage, and
- (b) a sign reading "Medication Information" is clearly displayed to identify a consultation area or counter at which a member of the public can obtain the pharmacist's advice.

6.3 STORAGE SPACE

All pharmacies must have a separate and distinct area consisting of at least 40 square feet reserved as secure storage space.

6.4 SECURITY

Security provisions must be in place in accordance with College bylaws and PPP-74. Effective September 15, 2015 all necessary requirements set out in the policy must have been implemented. Information on this can be accessed through your eServices account and select Robbery Prevention as shown in the snapshot below.

The screenshot shows a web interface with a 'Main Menu' on the left and a 'Robbery Prevention' page on the right. The 'Main Menu' includes links for PDAP, Register for Events, ADAPT Training, Collaborative Practice, My Declaration, Receipts, Registration Card, Update Password, Update Profile, Online Store, eTherapeutics Library, Robbery Prevention (highlighted with a right arrow), and Logout. The 'Robbery Prevention' page has a breadcrumb 'Home » Robbery Prevention' and a heading 'Robbery Prevention'. Below the heading, it says 'Please check this page regularly for updates.' and provides information about a recently approved policy, a Town Hall event on April 13, 2015, and an email address for questions: PPP74@bcpharmacists.org.

6.5 EQUIPMENT

The dispensary must be equipped with the following items as seen in the following link http://library.bcpharmacists.org/A-About_Us/A-2_Governance/5003-PGP-PPP59.pdf

6.6 COMMUNITY PHARMACY REFERENCE LIBRARY LIST

All community pharmacies are required to have the most current version of references, which can be found in the following link http://library.bcpharmacists.org/A-About_Us/A-2_Governance/5003-PGP-PPP3.pdf

6.7 OPERATION WITHOUT A FULL PHARMACIST (PODSA Bylaw 12)

- (1) Except as provided in subsection (2), a community pharmacy must not be open to the public unless a full pharmacist is present.
- (2) A community pharmacy that does not have a telepharmacy remote site licence may operate without a full pharmacist present if all of the following requirements are met:
 - (a) the registrar is notified of the hours during which a full pharmacist is not present,
 - (b) a security system prevents the public, pharmacy assistants and non-pharmacy staff from accessing the dispensary, the professional service area and the professional products area,
 - (c) a pharmacy technician is present and ensures that the pharmacy is not open to the public,
 - (d) Schedule I, II, and III drugs and controlled drug substances in a secure storage area are inaccessible to pharmacy assistants, other non-pharmacy staff and the public,
 - (e) dispensed prescriptions waiting for pickup may be kept outside the dispensary if they are

inaccessible, secure and invisible to the public and the requirements of section 12 of the *Community Pharmacy Standards of Practice* have been met, and

- (f) the hours when a full pharmacist is on duty are posted.
- (3) If the requirements of subsection (2) have been met, the following activities may be performed at a community pharmacy by anyone who is not a registrant:
- (a) requests for prescriptions, orders for Schedule II and III drugs and telephone requests from patients to order a certain prescription may be placed in the dispensary area by dropping them through a slot in the barrier, and
 - (b) orders from drug wholesalers, containing Schedule I, II and III drugs, may be received but must be kept secure and remain unopened.

7.0 PHARMANET

Prior to the opening of a community pharmacy, the following PharmaNet-related procedures must be completed.

7.1 INSTALLATION OF EQUIPMENT AND CONNECTION TO PHARMANET

Upon approval of all documentation and payment of licence fees, the College will notify Pharmacare who is responsible for and will coordinate the installation of telecommunication lines, modem and router to the demarcation point within the pharmacy or building.

Expect at least a **50-business day** waiting period for the installation and connection.

It is the responsibility of the pharmacy to ensure that all internal wiring, conduit and power are in place to allow connection of the pharmacy to the demarcation point. Depending upon the distance from the demarcation point to the pharmacy, different cabling options should be discussed with the telecommunication supplier.

It is the responsibility of the pharmacy manager to ensure that only authorized personnel have access to the telecommunications router and modem.

Direct any questions regarding the specifications for the installation of the telecommunications lines, router and modem to the Service Desk at 250.405.3787 or servicedesk@hibc.gov.bc.ca. The Service Desk will initiate a request for the Information Support Coordinator (or team member) to contact the Pharmacy.

Connection to PharmaNet will be activated once the College notifies PharmaNet that the *Acknowledgement of Completion of the Confidentiality Procedures* form has been submitted. You will be authorized to open when all the requirements in the pre-opening report have been completed and approved.

8.0 CONFIDENTIALITY PROCEDURES

8.1 CONFIDENTIALITY FORMS - <http://www.bcpharmacists.org/forms/pharmanet.php>

Access to the dispensary area must be restricted to authorized personnel only. All pharmacists, pharmacy technicians, pharmacy assistants, nonpharmacist owners, software support personnel, and others who have access to the dispensary area (bookkeepers, cashiers, delivery person(s), etc.) must complete and sign a *Confidentiality Agreement*. The pharmacy manager must ensure that these agreements are signed and filed in the dispensary for future reference and be accessible to College representatives.

The *Acknowledgement of Completion of Confidentiality Procedures* form http://library.bcpharmacists.org/K-Forms/K-6_PharmaNet/9083-Acknowledgement_Completion_Confidentiality_Procedures.pdf must be completed, signed by the pharmacy manager certifying the completion of confidentiality undertakings by all staff that has access to the dispensary area, along with educating them regarding confidentiality aspects of the pharmacy's operation. This form must be faxed or emailed to the College office at least **20 business days** prior to the proposed opening day of the pharmacy, to the attention of the Licensure Department at 604.733.2493 or toll free at 800.377.8129 or licensure@bcpharmacists.org. Failure to return the completed form in sufficient time will delay your connection to PharmaNet.

8.2 TERMINAL LOCATION

Terminals displaying patient records must be installed in an area of the pharmacy that prevents unauthorized viewing of the patient information.

8.3 PHARMACARE

The College notifies Pharmacare when a pharmacy licence application is approved, at which time, Pharmacare will assign a Pharmacare Code to your pharmacy. Please allow **10 business days** following the initial submission of information for this process to occur.

PHARMANET-APPROVED COMMUNITY PHARMACY SOFTWARE VENDORS

Applied Robotics Inc.	T: 604.628.6861 or 778.805.5095 F: 604.922.6580 W: http://arirx.ca/ E: support@arirx.ca
Commander Group Software Inc.	T: 604.274.1231 F: 604.274.1281 W: www.manta.com/ic/mtztbt9/ca/commander-group-software-inc E: tfisher@commandergroup.bc.ca
Kroll Computer Systems Inc.	T: 780.463.9346 F: 780.463.9348 W: www.kroll.ca E: support@kroll.ca
PDX, Inc.	T: 817.246.6760 F: 817.246.0131 W: www.pdxinc.com
ProPharm Limited Nexxyx, POS Pro/POS Lite	T: 866.639.9797 F: 780.454.6246 W: www.propharm.com
Telus Health Solutions	T: 604.576.6969 or 1.866.879.9653 F: 604.436.4637 W: www.telushealth.com