

College of Pharmacists  
of British Columbia

**PRACTICE  
REVIEW  
PROGRAM**



PHARMACY PRE-REVIEW TUTORIAL

# Goal of the Practice Review Program

- to increase awareness, understanding and compliance with all applicable legislation, standards and College expectations as a regulated pharmacy professional and of a licensed pharmacy; and
- to ensure consistent delivery of pharmacy services across British Columbia by observing regulated pharmacy professionals in their own practice settings as they perform daily duties.

# The Pharmacy Pre-Review is

- an educational tool that assists the pharmacy manager to prepare for the Pharmacy Review;
- will have the same questions that the Compliance Officers (CO) will be evaluating during the Pharmacy Review;
  - If there has been a change in requirements between the pre-review and the Pharmacy Review, the pharmacy will be reviewed using the current standards
- a self-evaluation of the pharmacy and the pharmacy manager's responsibilities; and
- directly linked to the legislated requirements.

*Note: Please allow approximately 2 hours to complete the entire Pharmacy Pre-Review.*

# The Pharmacy Pre-Review will

- engage pharmacy managers and staff in a self-assessment of their practice and pharmacy;
- identify the strengths and areas of improvement for the pharmacy so corrective changes (e.g. staffing, educational, physical and professional practice changes) can be made prior to the Pharmacy Review.

# Applicable Legislation and Standards

All of the pre-review questions are directly linked to the following legislation and standards:

*(click to link to legislation or standard)*

- **[Health Professions Act \(HPA\)](#)**
  - [Regulations and Bylaws](#)
- **[Pharmacy Operations and Drug Scheduling Act \(PODSA\)](#)**
  - [Regulations and Bylaws](#)
- **[Code of Ethics](#)**
- **[Professional Practice Policies \(PPP\)](#)**
- **[Health Care \(Consent\) and Care Facility \(Admission\) Act](#)**
- **[Food & Drugs Act and Regulations](#)**

# Pharmacy Pre-Review Instructions

1. Login to the Pharmacy Pre-Review with your eServices ID.
2. Click the Pharmacy Profile tab. Review the information and update if needed.
3. Click the Services tab. Review the information and update if needed.
4. Click the Pre-Review tab. Answer all of the questions in each category. Select your answer based on the following:
  - Click the **“Compliant”** box if you/the pharmacy is compliant
  - Do not click the **“Compliant”** box if you/the pharmacy is not compliant
  - Do not click the **“Compliant”** box if the item does not apply to your practice or pharmacy

***Note: All questions answered as not compliant require comments.***

5. As you answer the questions, identify opportunities to make corrective changes:
  - Document any immediate corrective changes in the comments prior to submission. Continue to make corrective changes prior to the Pharmacy Review
  - Identify opportunities to make further corrective changes and discuss them with the CO during the Pharmacy Review
6. Click the Submit tab to complete the Pharmacy Pre-Review.

## Response Options

The Pharmacy Pre-Review consists of questions which will determine whether you and your pharmacy meets the expectations of the stated legislation at that time.

- Click ***“Compliant”*** – if you/the pharmacy is compliant with the stated legislation or standard
- **Do not click *“Compliant”*** – if you/the pharmacy **is not** compliant with the stated legislation or standard
  - Provide details on what is needed for these requirements to be met.
  - Provide specific dates and details for corrective action items to be made.

# How the College will use the Pharmacy Pre-Review

- the Pharmacy Pre-Review will provide the CO with an understanding of the current practice at the pharmacy prior to the Pharmacy Review;
- the CO will expect to see indicators of good practice for all pre-review questions where ***“Compliant”*** was clicked;
- the CO will expect to see corrective changes and ongoing improvements for all pre-review questions where ***“Compliant”*** was not clicked;
- the CO will confirm the accuracy of the answers submitted in the Pharmacy Pre-Review.



# Get Staff Involved

- **It is beneficial to have staff participate in the Pharmacy Pre-Review**
  - staff can assist to answer the pre-review questions, as well as determine the strengths, good practice and areas for improvement in the pharmacy.
- **If staff do not participate**
  - it is recommended that the pharmacy manager share the completed pre-review before it is submitted to the College.

# Pharmacy Profile - Pharmacy Hours

Enter your pharmacy operating and lock and leave hours in the table provided in the Pharmacy Profile tab.

- If you do not have any lock and leave hours, please check the **“Not Applicable”** box.
- If your pharmacy is closed on specific dates, please check the **“Closed”** box.

## Pharmacy Hours Examples

The following examples show pharmacies with different hours of operation.

**Example 1:** Pharmacy operates Monday to Saturday, 9 a.m. - 5 p.m.

Pharmacy Hours (example)

If your pharmacy is open until midnight, please select 11:59 PM using the drop down menu, and type in 11:59 PM

100% Dispensary:

Save changes  Cancel changes

Day	Pharmacy Hours			Lock & Leave Hours		
	Start	End	Closed	Start	End	N/A
Sunday			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Monday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Tuesday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Wednesday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Thursday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Friday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Saturday	09:00 AM	05:00 PM	<input type="checkbox"/>			<input checked="" type="checkbox"/>
Holiday			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>

**Example 2:** Pharmacy operates Monday to Saturday, 9 a.m. to 5 p.m. and closes from 5 p.m. to 9 p.m. while the premise (store) is open.

Pharmacy Hours (example)

If your pharmacy is open until midnight, please select 11:59 PM using the drop down menu and type in 11:59 PM

100% Dispensary:

Save changes  Cancel changes

Day	Pharmacy Hours			Lock & Leave Hours		
	Start	End	Closed	Start	End	N/A
Sunday			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Monday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Tuesday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Wednesday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Thursday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Friday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Saturday	09:00 AM	05:00 PM	<input type="checkbox"/>	05:00 PM	09:00 PM	<input type="checkbox"/>
Holiday			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>

# Pharmacy Pre-Review Categories

The following categories will all appear as tabs (see below).

## 1. Pharmacy

- External to the Dispensary
- The Dispensary
- Security
- Equipment and References
- Prescriptions
- Confidentiality of Personal Health Information
- Inventory Management
- Dispensed Products
- Documentation



## 2. Pharmacy Manager's Responsibilities



# Example Question - External to Dispensary

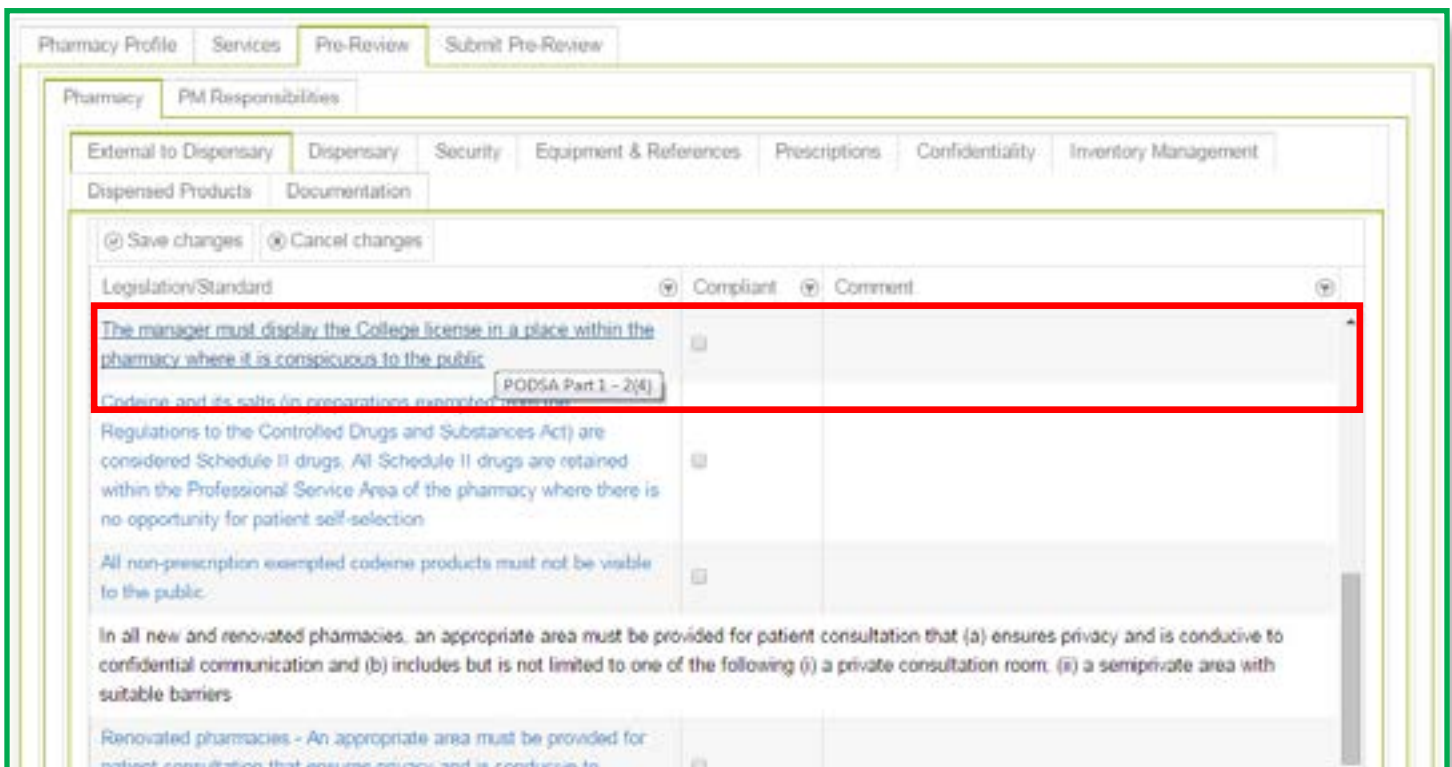
## External to Dispensary

*(click to link to legislation and standards)*

The legislation for displaying the College license is:

- [PODSA Part 1 - 2\(4\)](#)

*“The manager must display the licence issued under subsection (1) in a place within the pharmacy where it is conspicuous to the public”*



The screenshot shows a software interface for pharmacy pre-review. At the top, there are tabs for 'Pharmacy Profile', 'Services', 'Pre-Review', and 'Submit Pre-Review'. Below these are sub-tabs for 'Pharmacy' and 'PM Responsibilities'. Under 'Pharmacy', there are further sub-tabs: 'External to Dispensary', 'Dispensary', 'Security', 'Equipment & References', 'Prescriptions', 'Confidentiality', and 'Inventory Management'. The 'External to Dispensary' sub-tab is active. Below the sub-tabs are buttons for 'Save changes' and 'Cancel changes'. The main content area is a table with columns for 'Legislation/Standard', 'Compliant', and 'Comment'. The first row of the table is highlighted with a red border and contains the following text:

Legislation/Standard	Compliant	Comment
The manager must display the College license in a place within the pharmacy where it is conspicuous to the public. <small>PODSA Part 1 - 2(4)</small>	<input type="checkbox"/>	
Codene and its salts (in preparations exempted from the Regulations to the Controlled Drugs and Substances Act) are considered Schedule II drugs. All Schedule II drugs are retained within the Professional Service Area of the pharmacy where there is no opportunity for patient self-selection.	<input type="checkbox"/>	
All non-prescription exempted codene products must not be visible to the public.	<input type="checkbox"/>	
In all new and renovated 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, (ii) a semiprivate area with suitable barriers.	<input type="checkbox"/>	
Renovated pharmacies - An appropriate area must be provided for patient consultation that ensures privacy and is conducive to	<input type="checkbox"/>	

## How Does the Pharmacy Manager Answer This Question?

### Click **“Compliant”** if:

- the College license is displayed in a place within the pharmacy where it is conspicuous to the public.

### Do not click **“Compliant”** if:

- the College license is not displayed in a place within the pharmacy where it is conspicuous to the public.

### What Does the CO Do with This Information?

- The CO will have a record of the pre-review responses when they arrive at the pharmacy.
- The CO will look for the College license to see if it is displayed in a place within the pharmacy where it is conspicuous to the public
- The CO will then look at the pre-review response. If **“Compliant”** was not clicked and changes were to be made, the CO will confirm whether the changes have been made or not.

# Example Questions- Equipment and References

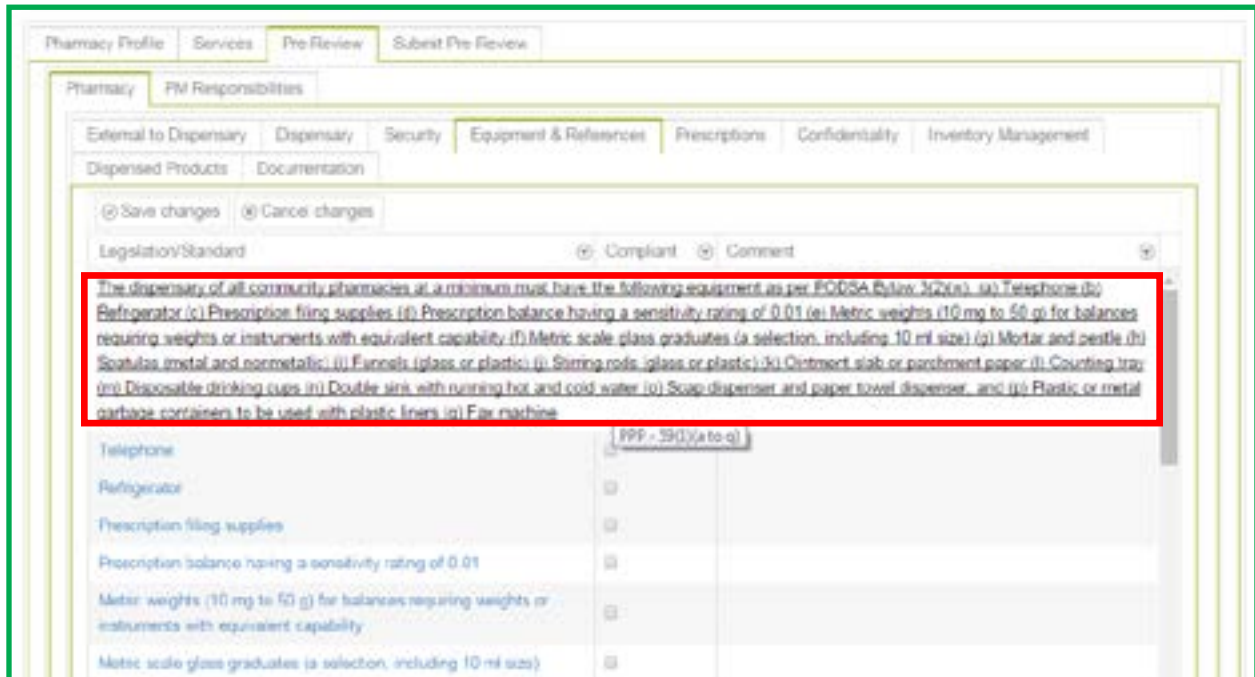
## Equipment and References

*(click to link to legislation and standards)*

The legislation for equipment is:

- [\*\*Professional Practice Policy - 59 Pharmacy Equipment \(PPP-59\)\*\*](#)

*“The dispensary of all community pharmacies at a minimum must have the following equipment...”*



The screenshot shows a web-based interface for a pharmacy's 'Equipment & References' section. The interface includes tabs for 'Pharmacy Profile', 'Services', 'Pre-Review', and 'Submit Pre-Review'. Under 'Pre-Review', there are sub-tabs for 'Pharmacy', 'PM Responsibilities', 'External to Dispensary', 'Dispensary', 'Security', 'Equipment & References', 'Prescriptions', 'Confidentiality', and 'Inventory Management'. The 'Equipment & References' sub-tab is active, showing a 'Legislation/Standard' section with a red box highlighting the following text:

The dispensary of all community pharmacies at a minimum must have the following equipment as per PCDSA Bylaw 3(2)(a): (a) Telephone (b) Refrigerator (c) Prescription filing supplies (d) Prescription balance having a sensitivity rating of 0.01 (e) Metric weights (10 mg to 50 g) for balances requiring weights or instruments with equivalent capability (f) Metric scale glass graduates (a selection, including 10 ml size) (g) Mortar and pestle (h) Spatulas metal and nonmetallic (i) Funnels (glass or plastic) (j) Stirring rods (glass or plastic) (k) Occlusion slab or parchment paper (l) Counting tray (m) Disposable drinking cups (n) Double sink with running hot and cold water (o) Soap dispenser and paper towel dispenser, and (p) Plastic or metal garbage containers to be used with plastic liners (q) Fax machine

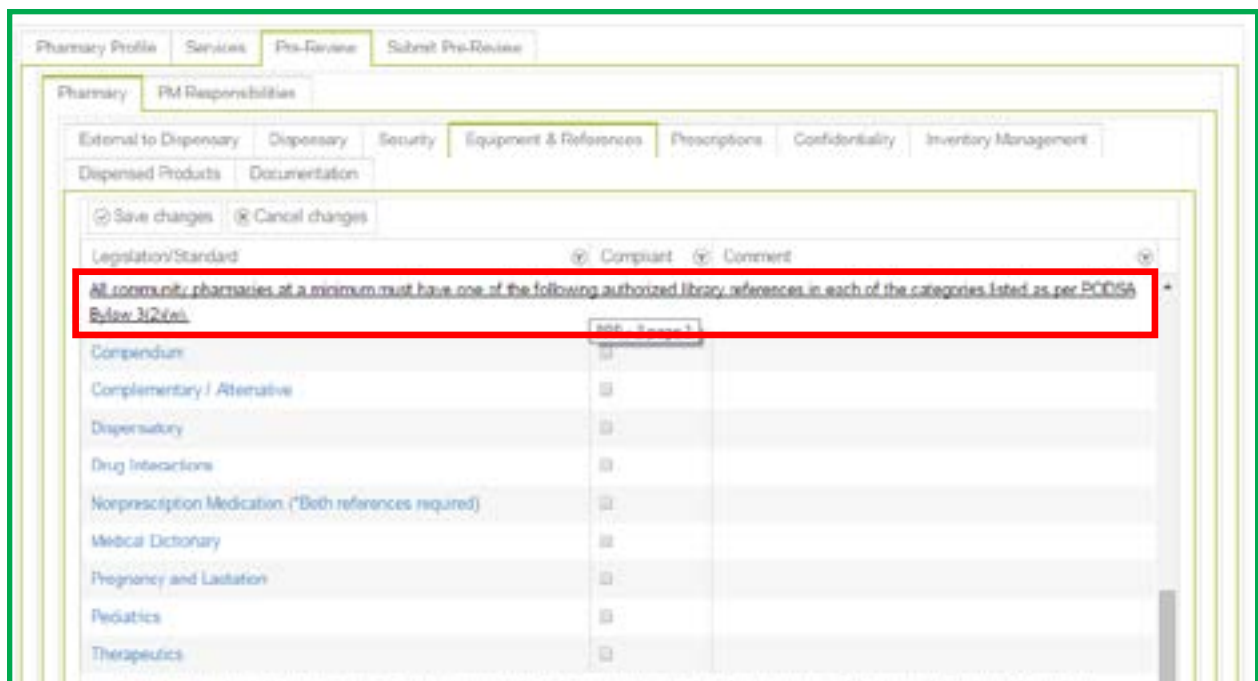
Below this text is a table with columns for 'Equipment/Reference' and 'Compliant/Comment'. The table lists the following items:

Equipment/Reference	Compliant/Comment
Telephone	<input type="checkbox"/> [PPP-59(a to q)]
Refrigerator	<input type="checkbox"/>
Prescription filing supplies	<input type="checkbox"/>
Prescription balance having a sensitivity rating of 0.01	<input type="checkbox"/>
Metric weights (10 mg to 50 g) for balances requiring weights or instruments with equivalent capability	<input type="checkbox"/>
Metric scale glass graduates (a selection, including 10 ml size)	<input type="checkbox"/>

The legislation for references is:

- **Professional Practice Policy – 3 Pharmacy References (PPP-3)**

*“All community pharmacies at a minimum must have one of the following authorized library references in each of the categories listed”*



The screenshot shows a software interface with a table of legislative standards. The table has three columns: 'Legislation/Standard', 'Compliant', and 'Comment'. The first row is highlighted with a red box and contains the text: 'All community pharmacies at a minimum must have one of the following authorized library references in each of the categories listed as per PCOIS5 Rule 3(2)(e)'. Below this row, there are several rows with category names and checkboxes in the 'Compliant' column.

Legislation/Standard	Compliant	Comment
All community pharmacies at a minimum must have one of the following authorized library references in each of the categories listed as per PCOIS5 Rule 3(2)(e)	<input type="checkbox"/>	
Compendium	<input type="checkbox"/>	
Complementary / Alternative	<input type="checkbox"/>	
Dispensary	<input type="checkbox"/>	
Drug Interactions	<input type="checkbox"/>	
Nonprescription Medication ("Both references required")	<input type="checkbox"/>	
Medical Dictionary	<input type="checkbox"/>	
Pregnancy and Lactation	<input type="checkbox"/>	
Pediatrics	<input type="checkbox"/>	
Therapeutics	<input type="checkbox"/>	



## How Does the Pharmacy Manager Answer These Questions?

### Click **“Compliant”** if:

- the specific equipment or reference is present and usable at the pharmacy.

### Do not click **“Compliant”** if:

- the specific equipment or reference needs to be purchased, fixed, or made usable at the pharmacy. The pharmacy manager will need to include the details of how and when the specific equipment or reference will be purchased, fixed or refurbished as well as proof documents such as invoices, purchase orders or maintenance work orders.

### What Does the CO Do with This Information?

- The CO will have a record of the pre-review responses when they arrive at the pharmacy.
- The CO will look for equipment and references at the pharmacy. They will determine if they are present and operational.
- The CO will then look at the pre-review response. If **“Compliant”** was not clicked and changes were to be made, the CO will confirm whether the changes have been made or not.

# Pharmacy Manager's Responsibilities

The questions in the Pharmacy Manager's Responsibilities category are directly linked to the following legislation:

*(click to link to legislation and standards)*

## **PODSA Part 2 – 11**

- A pharmacist named in a pharmacy license as manager must personally manage and be responsible for the operation of the pharmacy.

## **PODSA Bylaws Part I - 3 (2)(a to aa)**

- The pharmacy manager actively participates in the day-to-day management of the pharmacy.

## **PODSA Bylaws Part II – 10**

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

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