

Health Professions Act - BYLAWS

Schedule F

Part 6 – Telepharmacy Standards of Practice

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Application

1. This Part applies to the operation of telepharmacies licenced under s. 2(1)(d) of the bylaws made under the *Pharmacy Operations and Drug Scheduling Act* (“PODSA Bylaws”).
2. Part 1 of Schedule F (Community Pharmacy Standards of Practice) applies to central pharmacies and telepharmacies except that, in the case of any inconsistency between it and this Part, the provisions of this Part prevail.

Definitions

3. In this Part:

“**central pharmacy**” has the same meaning as in section 1 of the PODSA Bylaws;

“**community pharmacy**” has the same meaning as in section 1 of the PODSA Bylaws;

“**direct supervision**” has the same meaning as in section 1 of the PODSA Bylaws;

“**supervising pharmacist**” means:

- (a) the manager of a central pharmacy,
- (b) a full pharmacist employed at the central pharmacy responsible for providing direct supervision of pharmacy services in a telepharmacy, or
- (c) a full pharmacist who is physically present on duty at the telepharmacy.

Direct Supervision

4. (1) A supervising pharmacist must exercise direct supervision of persons performing pharmacy services at a telepharmacy that is commensurate with the qualifications and expertise of those persons and is of sufficient frequency and duration to satisfy the requirements under s. 18(2) of the PODSA Bylaws.
- (2) A supervising pharmacist must be readily available at all times when a telepharmacy is open to:
 - (a) provide direction and support to persons performing pharmacy services at the telepharmacy; and
 - (b) provide pharmacist/patient consultation.
- (3) A supervising pharmacist must be able to engage in direct supervision of the provision of pharmacy services at a telepharmacy independent of any action of or request by persons performing those services.
- (4) Subject to subsection (5), telepharmacy staff may only perform the activities described in s. 4(1) of the Pharmacists Regulation while under direct, continuous real-time audio and visual observation and direction of a supervising pharmacist.
- (5) Direct supervision does not require the supervising pharmacist to conduct real-time observation of a pharmacy technician performing work within his or her scope of practice.

Receipt of Prescriptions and Transfer of Prescription Information

5. (1) A prescription that is provided to a central pharmacy, whether electronically, verbally or in physical form, may be designated for pick-up at a telepharmacy whose licence that central pharmacy holds.
- (2) An original physical prescription may be submitted to a telepharmacy and, upon receipt, must be marked with the date of receipt and the name of the telepharmacy.

Prescription Processing and Product Preparation

6. (1) All prescription processing must occur at the central pharmacy unless a full pharmacist is physically present on duty at the telepharmacy.
- (2) Each telepharmacy and central pharmacy must maintain a secure connection to the central pharmacy for transmission of prescription and personal health information.

Patient Counselling

7. Unless a full pharmacist is physically present on duty at the telepharmacy, the supervising pharmacist must provide full pharmacist/patient consultation by real-time audio and visual link and otherwise in accordance with the requirements of Part 1 of Schedule F of the Health Professions Act Bylaws.

Documentation

8. (1) Subject to subsection (2), all prescriptions, patient records, invoices and documentation in respect of prescriptions must be stored at the central pharmacy and otherwise in accordance with the requirements of s. 23 of the PODSA Bylaws.
- (2) The telepharmacy must transfer all original prescriptions, patient records, invoices and documentation in respect of prescriptions to the central pharmacy at least on an annual basis.