

**POLICY STATEMENT(S):**

1. The parties performing or contracting for centralized prescription processing services must maintain a policy and procedures manual, along with documentation that implementation is occurring in a manner that shall be made available for inspection and review upon request and that includes, but is not limited to, the following:
  - (a) A description of how the parties will comply with federal and provincial laws and regulations
  - (b) The maintenance of appropriate records to identify the responsible registrant(s) in the various stages of the pharmaceutical care and drug product preparation processes
  - (c) The maintenance of a mechanism for tracking the prescription drug order during each step in the pharmaceutical care and drug product preparation processes
  - (d) The maintenance of a mechanism to identify on the prescription label all pharmacies involved in dispensing the prescription drug order
  - (e) The provision of adequate security to protect the confidentiality and integrity of patient information
  - (f) The maintenance of a quality assurance program for pharmacy services designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, pursue opportunities to improve patient care, and resolve identified problems.