

**POLICY STATEMENT(S):**

1. There must be a policy and procedure manual which outlines specific telepharmacy operations are in place to ensure the safe and effective distribution of pharmaceutical products and delivery of the required pharmaceutical care including, but not limited to:
  - The process by which the pharmacy technician at the remote site receives and processes the prescription.
  - The process for the pharmacist to discuss drug related problems with the prescriber.
  - The management of prescription transfers, both into the remote site and out to another pharmacy.
  - The management of over-the-counter drugs.
  - The procedure for extemporaneous compounding of prescriptions.
  - The procedure for supplying compliance packaging.
  - The contingency plan in the event of an interruption in data, video, or audio link to the central pharmacy.
  - The contingency plans to ensure continuous pharmacy service is available in the event that either or both the pharmacy technician/pharmacist are unavailable for work on short notice.
  - The maintenance of patient privacy and confidentiality during all communication with the patient.
  
2. A copy of the policy and procedure manual must be submitted with the application to establish a telepharmacy operation.

**BACKGROUND:**

Telepharmacy is the provision of pharmacy services to ensure that British Columbians only in rural and remote communities have access to the pharmacy care they need, when they need it and, as much as possible, without having to leave their communities. Telepharmacy means a central pharmacy with one or more remote sites in which all sites are connected via computer, video and audio link.

The above policy statements supplement PODSA Bylaw 16.