

## PharmaNet Confidentiality Q&A

This section of your *BC Pharmacy Practice Manual* has been designed to help you maintain signed confidentiality agreements for your staff.

### Intent of Confidentiality agreements

All patient-specific demographic and health information that passes through a dispensary is of a confidential nature, including that available on the PharmaNet system. Every person who has access to the dispensary must complete the appropriate confidentiality agreement. In the process of completing the confidentiality agreement, the pharmacy manager should explain to each person the reason for its completion and the confidential nature of dealings within the dispensary.

### Who should complete a confidentiality agreement?

Every person having access to the dispensary, whether routine or occasional, should complete the appropriate confidentiality agreement. Only individuals whose functions require them to be in the dispensary should be permitted access to it.

### Which form should I use?

There is a confidentiality agreement appropriate for each person who has access to the dispensary:

- **Registrant Confidentiality Undertaking.** This form has been signed by each registrant registered with the College of Pharmacists of BC and is on file at the college office. It is not necessary to retain this form in the pharmacy unless you wish to or your own operation policies require it.
- **Designated Non-Pharmacist Owner, Non-Pharmacist Store Manager and / or Director Confidentiality Undertaking.** This form is to be completed by a non-pharmacist storeowner, a non-pharmacist store manager or company director who has access to the dispensary/
- **Pharmacy Designated Support Person Confidentiality Undertaking.** This form is used for a support person and any other store personnel who have access to the dispensary. This form should also be completed by anyone who accesses the dispensary after hours in the absence of the pharmacy manager, including janitors or overnight merchandising staff.
- **PharmaNet Third-Party Confidentiality Undertaking.** This form is to be completed by your pharmacy software vendor, who may also have special authorized remote access capabilities. A new form need only be obtained if you change software vendors. You may find that your vendor can forward you a complete form if you don't already have one on file.

### How long must the forms be retained?

The completed form should be retained in this section of the binder while the staff member is employed and for at least three years after their employment ceases.

### Where do I get the appropriate form?

A copy of each of the forms mentioned above may be obtained from the college website [www.bcpharmacists.org](http://www.bcpharmacists.org) or from the College office upon request.

If you have any questions regarding confidentiality requirements or completion of the confidentiality forms, please feel free to contact College staff.