College of Pharmacists of British Columbia

Board Teleconference
March 26, 2020
MINUTES

Members Present:
Christine Antler, Chair, District 2
Anca Cvaci, Vice-Chair, District 6
Alex Dar Santos, District 1
Andrea Silver, District 3
Steven Hopp, District 4
Michael Ortynsky, District 5
Claire Ishoy, District 7
Bal Dhillon, District 8
Tracey Hagkull, Government Appointee
Anne Peterson, Government Appointee
Katie Skelton, Government Appointee
Justin Thind, Government Appointee

Staff:
Bob Nakagawa, Registrar
David Pavan, Deputy Registrar
Ashifa Keshavji, Director of Practice Reviews and Quality Assurance
Doreen Leong, Director of Registration and Licensure
Mary O'Callaghan, Chief Operating Officer
Anu Sharma, Acting Director of Policy and Legislation
Gillian Vrooman, Director of Communications and Engagement
Laura Briard, Policy and Legislation Analyst
Kimberly Hilchie, Pharmacy Policy Consultant
Stephanie Kwok, Executive Assistant
Virginia Kwong, Manager of Registration and Licensure
Conny Lin, Policy and Legislation Analyst

Guest:
Susan Precious, College Legal Counsel, Precious Gaerdes LLP

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1. **WELCOME & CALL TO ORDER**
   Chair Antler called the meeting to order at 4:05pm on March 26, 2020.

   Chair Antler acknowledged the Coast Salish People on whose unceded traditional territories the meeting is being chaired from, the Coast Salish, Squamish and Tsleil-Waututh First Nations. She also recognized that attendees of the teleconference are joining the call from other First Nations territories across BC.

College of Pharmacists of British Columbia

2. CHAIR'S UPDATES

The Governance Committee and the Registrar Evaluation and Succession Planning Committee have meetings scheduled before the April Board meeting. The Governance Committee will likely still meet. Chair Antler will connect with the RESP to determine whether a meeting is necessary.

3. REGISTRAR'S UPDATES

Registrar Nakagawa provided an update on his conversations with the Ministry of Health regarding the accessibility of COVID-19 testing and personal protective equipment for pharmacy professionals. He reported on the joint statement, issued on March 25, 2020 from the College of Pharmacists of BC, College of Physicians and Surgeons of BC and the BC College of Nursing Professionals on the unproven therapies for COVID-19. The College will be launching Microsoft Teams, a new collaboration tool that will allow College staff and the Board to connect with audio, video, chat and screen sharing features.

4. LEGISLATIVE UPDATES

The Legislation and Policy team is currently working with the Ministry of Health on actualizing the 4th exemption from Health Canada to permit pharmacy employees or any individual on behalf of a pharmacist to deliver prescriptions of controlled substances to patient's homes or other locations where they may be (i.e. self isolating). Further details to be provided at a later Board meeting.

5. FILING OF PHARMACY OPERATIONS AND DRUG SCHEDULING ACT BYLAW AMENDMENTS TO PERMIT HEALTH CANADA'S EXEMPTIONS UNDER THE CONTROLLED DRUGS AND SUBSTANCES ACT (APPENDIX 1)

Anu Sharma, Acting Director of Policy and Legislation provided an overview of the feedback received from the public posting of the proposed amendments to the PODSA Bylaws that the Board approved at the March 23, 2020 Board meeting.

It was moved and seconded that the Board:

1. *Approve the following resolution to amend the bylaws made under the Pharmacy Operations and Drug Scheduling Act relating to verbal prescriptions from a practitioner to align to Health Canada exemptions issued under the Controlled Drugs and Substances Act and to request a shortened filing period from the Minister of Health to bring the amendments into force as soon as possible.*

   "RESOLVED THAT, in accordance with the authority established in section 21(1) of the Pharmacy Operations and Drug Scheduling Act and subject to the requirements in section 21(4) of the Pharmacy Operations and Drug Scheduling Act, the Board of the College of Pharmacists of British Columbia approves the proposed bylaws, as circulated, for filing with the Minister of Health."

2. *Approve consequential amendments to the following Policy Guides for Professional Practice Policy-66 Opioid Agonist Treatment and Professional Practice Policy-67 Injectable Hydromorphone Maintenance Treatment, as circulated, to be effective on the date that the PODSA bylaws come into force:*

College of Pharmacists of British Columbia

- *PPP-66 Policy Guide: Buprenorphine/Naloxone Maintenance Treatment*
- *PPP-66 Policy Guide: Methadone Maintenance Treatment*
- *PPP-66 Policy Guide: Slow Release Oral Morphine Maintenance (SROM) Treatment*
- *PPP-67 Policy Guide: Injectable Hydromorphone Maintenance Treatment*

CARRIED

6. AMENDMENTS TO THE HEALTH PROFESSIONS ACT BYLAWS RELATED TO TEMPORARY REGISTRATION UNDER A DECLARED EMERGENCY (APPENDIX 2)

Doreen Leong, Director of Registration and Licensure provided an overview to the Board of the options for registering applicants who are eligible under the temporary pharmacist, temporary pharmacy technician, limited pharmacist and student pharmacist classes of registration to help assist in pharmacies within their scope of practice during the COVID-19 pandemic.

It was moved and seconded that the Board:
Approve the following resolution:

RESOLVED THAT, in accordance with the authority established in section 19(1) of the Health Professions Act, the Board approve the proposed bylaws of the College of Pharmacists of British Columbia related to granting temporary registration under a declared emergency, as circulated.

CARRIED

ADJOURNMENT

Chair Antler adjourned the meeting at 5:22pm on March 26, 2020.

College of Pharmacists of British Columbia

BOARD MEETING
March 26, 2020

5. Filing of *Pharmacy Operations and Drug Scheduling Act* Bylaw Amendments to Permit Health Canada's Exemptions under the *Controlled Drugs and Substances Act*

DECISIONS REQUIRED

Recommended Board Motion:

1. Approve the following resolution to amend the bylaws made under the *Pharmacy Operations and Drug Scheduling Act* relating to verbal prescriptions from a practitioner to align to Health Canada exemptions issued under the *Controlled Drugs and Substances Act* and to request a shortened filing period from the Minister of Health to bring the amendments into force as soon as possible.

   "RESOLVED THAT, in accordance with the authority established in section 21(1) of the Pharmacy Operations and Drug Scheduling Act and subject to the requirements in section 21(4) of the Pharmacy Operations and Drug Scheduling Act, the Board of the College of Pharmacists of British Columbia approves the proposed bylaws, as circulated, for filing with the Minister of Health."

2. Approve consequential amendments to the following Policy Guides for *Professional Practice Policy-66 Opioid Agonist Treatment* and *Professional Practice Policy-67 Injectable Hydromorphone Maintenance Treatment*, as circulated, to be effective on the date that the PODSA bylaws come into force:

   - *PPP-66 Policy Guide: Buprenorphine/Naloxone Maintenance Treatment*
   - *PPP-66 Policy Guide: Methadone Maintenance Treatment*
   - *PPP-66 Policy Guide: Slow Release Oral Morphine Maintenance (SROM) Treatment*
   - *PPP-67 Policy Guide: Injectable Hydromorphone Maintenance Treatment*

Purpose

To review feedback received from the public posting of the proposed amendments to the *Pharmacy Operations and Drug Scheduling Act* ("PODSA") Bylaws regarding verbal prescriptions, and to determine whether any changes are needed before filing proposed amendments with the Minister of Health ("the Minister"). In addition, to approve the following consequential amendments to the Policy Guides for *Professional Practice Policy-66 Opioid Agonist Treatment* (PPP-66) and *Professional Practice Policy-67 Injectable Hydromorphone Maintenance Treatment* (PPP-67):

- *PPP-66 Policy Guide: Buprenorphine/Naloxone Maintenance Treatment*
- *PPP-66 Policy Guide: Methadone Maintenance Treatment*
- *PPP-66 Policy Guide: Slow Release Oral Morphine Maintenance (SROM) Treatment*
- *PPP-67 Policy Guide: Injectable Hydromorphone Maintenance Treatment*

Background

At its meeting on March 23, 2020, the Board considered amendments to the PODSA Bylaws to comply with the Health Canada *Subsection 56(1) Class Exemption for Patients, Practitioners and Pharmacists Prescribing and Providing Controlled Substances in Canada during the Coronavirus Pandemic*. On March 23, 2020, the Board approved the amendments to the PODSA Bylaws for public posting and requested a shortened public posting period from the Minister to bring the amendments into force as soon as possible. The Board Briefing Note (without appendices) from March 23, 2020 is attached as Appendix 1.

On March 24, 2020, the amendments to the PODSA Bylaws were publicly posted, with permission from the Minister to post for a minimum of 24 hours.

Discussion

Public Posting of Proposed Amendments to the PODSA Bylaws

The amendments to the PODSA Bylaws were posted on the College's website and distributed to the Minister and all regulatory colleges under the *Health Professions Act*. The public posting period ended on March 25, 2020 at 10:00 am. A total of twenty-three responses were received from the B.C. Pharmacy Association and 22 registrants.

All comments received during the public posting period are attached in Appendix 2.

Some of the main concerns raised during the public posting period include the following:

1. The requirement that the original prescription form be mailed by the practitioner is beyond the pharmacists' control and outside of the College's regulatory scope.
2. When taking a verbal prescription, it is important that the pharmacist authenticate the practitioner, and ensure the practitioner's direction is understood.
3. Verbal prescriptions for controlled substances may increase fraudulent activity.
4. A faxed copy of the original prescription form should be permitted.

A summary table including an amalgamation of all public posting comments received and the College's responses to the comments is attached as Appendix 3.

Recommended Revised Amendments to the PODSA Bylaws

Minor amendments are recommended by staff and legal counsel to the proposed Bylaws to address comments received on the requirement that the original prescription form be received "by mail" which was indicated to be beyond the pharmacists' control and outside of the College's regulatory scope and dependent on mail delivery. The letter received from the B.C. Pharmacy Association indicated that practitioners may wish to courier or personally deliver the original prescription form, both of which are faster and more privacy-protective than regular mail).

The letter received from the B.C. Pharmacy Association also included suggested revised wording to include "original prescription form" to ensure clarity. Staff and legal counsel note that this wording also aligns with the record keeping requirements included in section 65.1(4) of the *Health Professions Act* Bylaws, which require the "original prescription form" to be retained.

As a result, staff recommend the following amendments to the proposed bylaw:

Sale and Disposal of Drugs

19 (6) Drugs included in the controlled prescription program must not be sold or dispensed unless

(a) the registrant has received the prescription on the prescription form approved by both the board and the College of Physicians and Surgeons of British Columbia, and

(b) the prescription form is signed by the patient or the patient's representative upon receipt of the dispensed drug.

(6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so **is** permitted under a section 56 exemption to the *Controlled Drugs and Substances Act*. The pharmacy must receive the original **prescription** form ~~by mail~~ **from the practitioner** as soon as reasonably possible.

A revised version of the proposed amendments to the PODSA Bylaws incorporating the above suggestion is attached as Appendix 4.

If the Board approves the revised wording, it will be important to note through communications to both practitioners and pharmacists, that the original is required, and therefore cannot be faxed or scanned and emailed. Rather, it needs to be sent by mail, courier, or delivered in-person.

Consequential Amendments to PPP-66 and PPP-67 Policy Guides

Consequential amendments are proposed to the Policy Guides for *Professional Practice Policy-66 Opioid Agonist Treatment* as well as the Policy Guide for *Professional Practice Policy-67 Injectable Hydromorphone Maintenance Treatment*.

Consequential amendments are proposed to the Policy Guides to align with the changes to the PODSA Bylaws allowing a pharmacist to receive a verbal prescription for a drug included in the controlled prescription program. Proposed amendments to these Policy Guides are attached as Appendices 6 to 9.

Guiding Questions

When reviewing the public posting feedback and the revised amendments, the Board is asked to consider:

- Are there any other concerns identified in the public posting feedback that need to be addressed?
- Do the revised amendments ensure clarity?
- Is there anything unclear, ambiguous, or unnecessary in the revised amendments?
- Is there anything missing from the revised amendments?

Recommendations

That the Board approve the revised amendments to the PODSA Bylaws (Appendices 4 and 5) to comply with three exemptions provided by Health Canada in the *Subsection 56(1) Class Exemption for Patients, Practitioners and Pharmacists Prescribing and Providing Controlled Substances in Canada During the Coronavirus Pandemic* and consequential amendments to the Policy Guides under *Professional Practice Policy-66 Opioid Agonist Treatment* and *Professional Practice Policy 67-Injectable Opioid Agonist Treatment* (Appendices 6 to 9).

Next Steps

If approved by the Board, the proposed bylaws would be filed with the Minister as required under s. 21(4) of PODSA, with a request to shorten the filing period. The amended bylaws will come into effect after the filing period (to be determined by the Minister) assuming that they are not disallowed by the Minister. In addition, on the date that the bylaws come into effect, the consequential amendments to the Policy Guides under *Professional Practice Policy-66 Opioid Agonist Treatment* and *Professional Practice Policy-67 Injectable Opioid Agonist Treatment* will also come into effect.

The College would inform registrants and the public of the changes via communications tools, such as ReadLinks articles and Frequently Asked Questions articles on the College's website.

Appendix	
1	March 23, 2020 Board Briefing Note on HPA and PODSA Bylaw Amendments to Permit Health Canada's Exemptions under the *Controlled Drugs and Substances Act*
2	Comments/Feedback received during public posting period
3	Summary of Public Posting Comments and Decisions from Review
4	Proposed amendments to the *Pharmacy Operations and Drug Scheduling Act* Bylaws (track changes)
5	Schedule of amendments to the *Pharmacy Operations and Drug Scheduling Act* Bylaws
6	Proposed amendments to *PPP-66 Policy Guide: Buprenorphine/Naloxone Maintenance Treatment* (track changes)
7	Proposed amendments to *PPP-66 Policy Guide: Methadone Maintenance Treatment* (track changes)
8	Proposed amendments to *PPP-66 Policy Guide: Slow Release Oral Morphine Maintenance (SROM) Treatment* (track changes)
9	Proposed amendments to *PPP-67 Policy Guide: Injectable Hydromorphone Maintenance Treatment* (track changes)

College of Pharmacists of British Columbia

BOARD MEETING
March 23, 2020

6. HPA and PODSA Bylaw Amendments to Permit Health Canada's Exemptions under the *Controlled Drugs and Substances Act*

DECISION REQUIRED

Recommended Board Motions:

1. Approve the following resolution to amend the *Health Professions Act* (HPA) Bylaws relating to standards of practice on faxing of a Controlled Prescription form and transferring of a prescription for a controlled drug substance to align to Health Canada exemptions issued under the *Controlled Drugs and Substances Act* and to request a shortened filing period from the Minister of Health to bring the amendments into force as soon as possible.

"RESOLVED THAT, in accordance with the authority established in section 19(1)(k) of the Health Professions Act, and subject to filing with the Minister as required by section 19(3) of the Health Professions Act, the Board of the College of Pharmacists of British Columbia amend the bylaws of the College of Pharmacists of British Columbia, as set out in the schedule attached to this resolution, and file such bylaws with the Minister of Health."

2. Approve the following resolution to amend the *Pharmacy Operations and Drug Scheduling Act Bylaws* (PODSA) relating to verbal prescriptions from a practitioner to align to Health Canada exemptions issued under the *Controlled Drugs and Substances Act* and to request a shortened public posting period from the Minister of Health to bring the amendments into force as soon as possible.

"RESOLVED THAT, in accordance with the authority established in section 21(1) of the Pharmacy Operations and Drug Scheduling Act and subject to the requirements in section 21(8) of Pharmacy Operations and Drug Scheduling Act, the Board of the College of Pharmacists of British Columbia approves the proposed draft bylaws, as circulated."

Purpose

To propose amendments to the Community Pharmacy Standards of Practice and the *Pharmacy Operations and Drug Scheduling Act* Bylaws to comply with the Health Canada *Subsection 56(1) Class Exemption for Patients, Practitioners and Pharmacists Prescribing and Providing Controlled Substances in Canada During the Coronavirus Pandemic*.

Background

In the context of the COVID-19 outbreak and implementation of prevention and control measures across the country, it is important to maintain Canadians' access to controlled substances when needed for medical treatments. To support access, Health Canada announced on March 14, 2020 that preparations were underway to issue the following exemptions for prescriptions of controlled substances under the *Controlled Drugs and Substances Act* ("CDSA") and its Regulations to support access. If permitted within provincial scopes of practice, the planned exemptions will:

- permit pharmacists to extend prescriptions;
- permit pharmacists to transfer prescriptions to other pharmacists; and
- permit prescribers to issue verbal orders (i.e., over the phone) to extend or refill a prescription.

All partners were strongly encouraged to work to implement these exemptions in their jurisdictions. Health Canada's notice dated March 14, 2020 is attached as Appendix 1.

On March 19, 2020 the College received official notice from Health Canada of the above exemptions as well as a fourth exemption to:

- permit pharmacy employees to deliver prescriptions of controlled substances to patient's homes or other locations where they may be (i.e. self isolating)

No amendments related to the above fourth exemption are included in this package as the College is currently in discussion with the Ministry of Health in British Columbia to determine how best to implement this exemption. Health Canada's notice dated March 19, 2020 is attached as Appendix 2.

Controlled Drugs and Substances Act Section 56(1) Exemption by Minister

The exemptions announced by Health Canada have been made by the federal Minister of Health ("the Minister") under section 56(1) of the *Controlled Drugs and Substances Act* ("CDSA"). In accordance with section 56(1) of the CDSA, the Minister may exempt any person or class of persons from the application of all or any of the provisions of the Act or the regulations if, in the opinion of the Minister, the exemption is necessary for a medical or scientific purpose or is otherwise in the public interest.

Discussion

Upon receiving notice of Health Canada's exemptions on March 14, 2020, College staff immediately conducted a review of current legislation, bylaws and policies to determine any barriers to their implementation. Amendments are proposed to the College's Community

Pharmacy Standards of Practice as well as the bylaws under the *Pharmacy Operations and Drug Scheduling Act* in order to enable the three exemptions originally announced by Health Canada. College staff have also identified an additional consideration regarding faxing controlled prescription program forms, and have proposed additional amendments to the College's Community Pharmacy Standards of Practice. The original three exemptions announced by Health Canada as well as the additional consideration are each outlined below.

Exemption #1: Extend Prescriptions

A Health Canada exemption permitting pharmacists to extend prescriptions of controlled substances is in place. College staff found no barriers to implementation, as this can already be done via the following existing provisions.

In accordance with section 25.92(2)(c) of the *Health Professions Act*, a pharmacist may renew a prescription, or dispense a drug or device contrary to the terms of a prescription, if the renewal or contrary dispensing is permitted for professional reasons described in the bylaws.

Section 19(7) of the *Pharmacy Operations and Drug Scheduling Act* Bylaws states that a new prescription from a practitioner is required each time a drug is dispensed, except for an emergency supply for continuity of care. *Professional Practice Policy-31 Emergency Supply for Continuity of Care* (PPP-31) provides guidance to pharmacists in exceptional circumstances.

As a result of the above, **a pharmacist may extend a prescription and dispense a controlled drug substance in exceptional circumstances in accordance with PPP-31**.

Note that changes to *Professional Practice Policy-58 Medication Management (Adapting a Prescription)* were considered. In accordance to PPP-58, a pharmacist may dispense a drug contrary to the terms of the prescription if the action is intended to optimize the therapeutic outcome of a treatment with the prescribed drug and meets all of the elements of a protocol to adapt a prescription. However, PPP-58 does not apply to controlled drug substances or cancer chemotherapy agents. This is outlined further in the PPP-58 Medication Management (Adapting a Prescription) Orientation Guide at principle 2.1.3, which stipulates that a pharmacist must have an original prescription and it must be current (i.e., not expired), authentic, and otherwise appropriate for the patient. As a result, PPP-58 does not provide the necessary provisions to permit a pharmacist to extend prescriptions of controlled substances.

Exemption #2: Transfer Prescriptions to other Pharmacists

Currently, the transfer of a prescription for a controlled drug substance to a pharmacy licenced in Canada is prohibited by section 8(3)(a) of the Community Standards of Practice. This provision states that a registrant can only transfer a prescription for a drug to a pharmacy licenced in Canada if the drug does not contain a controlled drug substance. As a result of this

current provision, the following amendment to the Community Standards of Practice is proposed:

Prescription Copy and Transfer

8. (3) Upon request, a registrant must transfer to a pharmacy licenced in Canada a prescription for a drug if
   (a) the drug does not contain a controlled drug substance, and
   (b) the transfer occurs between a registrant and another registrant or an equivalent of a registrant in another Canadian jurisdiction.

(3.1) Despite section 3(a), a registrant may transfer a prescription for a controlled drug substance if the transfer is permitted under a section 56 exemption to the *Controlled Drugs and Substances Act*.

The proposed amendment would allow for the transfer of a prescription for a controlled drug substance to occur from a pharmacist to another pharmacist under a section 56(1) exemption to the CDSA.

Exemption #3: Permit Verbal Orders for a Prescription

As further clarified in the Frequently Asked Questions document from Health Canada released on March 23, 2020, it has been clarified that a practitioner can provide a new prescription for controlled substances to a pharmacist verbally under this exemption. Once the prescription has been "ordered" a pharmacist can extend, renew and transfer this prescription.

Currently, in accordance with section 19(6) of the PODSA Bylaws, drugs included in the controlled prescription program must not be sold or dispensed unless the registrant has received the prescription on the Controlled Prescription Program form and the prescription form is signed by the patient or the patient's representative upon receipt of the drug. As a result of this current provision, verbal orders for a subset of controlled drugs (drugs listed as Schedule IA under the *Drug Schedules Regulation)* are not permitted. The following amendment to the PODSA Bylaws is proposed:

Sale and Disposal of Drugs

19 (6) Drugs included in the controlled prescription program must not be sold or dispensed unless
   (a) the registrant has received the prescription on the prescription form approved by both the board and the College of Physicians and Surgeons of British Columbia, and
   (b) the prescription form is signed by the patient or the patient's representative upon receipt of the dispensed drug.

(6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so as permitted under a section 56 exemption to the *Controlled Drugs and Substances Act*. The pharmacy must receive the original form by mail as soon as reasonably possible.

It is important to note that when taking verbal prescriptions in community practice, a registrant must make a written record of the verbal authorization and include his or her signature or initial in accordance with section 6(7) of the Community Pharmacy Standards of Practice. Federal legislation requires that a pharmacist taking a verbal prescription must make a written record that includes additional information such as the name of the practitioner. As a result, it is recommended that best-practice principles for creating a written record of a verbal prescription are communicated to pharmacists during the implementation of the proposed amendment.

In addition to the proposed PODSA Bylaw amendment, consequential amendments are proposed to the Policy Guides for *Professional Practice Policy-66 Opioid Agonist Treatment* as well as the Policy Guide for *Professional Practice Policy-67 Injectable Hydromorphone Maintenance Treatment*. Proposed amendments to these Policy Guides are attached as appendices 5 through 8.

Additional Consideration: Faxing of Controlled Prescription Program Form

When reviewing current legislation, bylaws and policies to determine any barriers to implementing Health Canada's proposed exemptions, staff identified an additional area of consideration regarding the faxing of controlled prescription program forms. This topic was also previously identified by the Ministry of Health in British Columbia as a barrier to patient access.

Currently, in accordance with section 7(3) of the Community Pharmacy Standards of Practice, a registrant is prohibited from dispensing a drug included on the Controlled Prescription Drug List if the prescription authorization was received by facsimile.

The following amendment to the Community Pharmacy Standards of Practice is proposed:

Transmission by Facsimile

7. (3) A registrant must not dispense a prescription authorization received by facsimile transmission for a drug referred to on the Controlled Prescription Drug List, except in a public health emergency declared by the provincial health officer. In a public health emergency, the pharmacy must receive

(a) a completed copy of the Controlled Prescription Program form transmitted by facsimile prior to dispensing the medication; and

(b) the original form by mail as soon as reasonably possible.

The proposed amendment would allow a registrant to dispense a prescription authorization received by facsimile transmission for a drug referred to on the Controlled Prescription Drug List in exceptional circumstances.

Proposed amendments to the Community Pharmacy Standards of Practice is attached as Appendix 3. Proposed amendments to the PODSA Bylaws is attached as Appendix 4.

Next Steps

- If approved by the Board, submit proposed HPA amendments to the Community Standards of Practice to the Ministry of Health for filing (with a request to shorten the filing period);
- If approved by the Board, await response from Ministry of Health on request to shorten the public posting period of the PODSA Bylaw amendments;
- Publicly post the PODSA bylaw amendments (for time period approved by the Minister of Health); and
- Develop and implement communications on the amendments.

Guiding Questions

When reviewing the proposed amendments, the Board is asked to consider:

- Do the proposed amendments address the three original exemptions issued by Health Canada?
- Is there anything unclear, ambiguous, or unnecessary in the draft proposed amendments?
- Is there anything missing from the draft proposed amendments?

Recommendation

That the Board approve the proposed amendments to the Community Pharmacy Standards of Practice (Appendices 3A and 3B) and the *Pharmacy Operations and Drug Scheduling Act* Bylaws (Appendix 4) to comply with three exemptions provided by Health Canada in the *Subsection 56(1) Class Exemption for Patients, Practitioners and Pharmacists Prescribing and Providing Controlled Substances in Canada During the Coronavirus Pandemic* and related amendments to the Policy Guides (Appendix 5 to 8) under *Professional Practice Policy 66 Opioid Agonist Treatment* and *Professional Practice Policy 67 – Injectable Opioid Agonist Treatment.*

Appendix	
1	Letter from Eric Costen, Associate Assistant Deputy Minister, Controlled Substances and Cannabis Branch, Health Canada dated March 14, 2020
2	Letter and attachments from Michelle Boudreau, Director General, Controlled Substances Directorate, Health Canada dated March 19, 2020
3A	Proposed amendments to Community Pharmacy Standards of Practice (track changes)
3B	Schedule of amendments to Community Pharmacy Standards of Practice
4	Proposed amendments to the *Pharmacy Operations and Drug Scheduling Act* Bylaws (track changes)
5	Proposed amendments to *PPP-66 Policy Guide: Buprenorphine/Naloxone Maintenance Treatment* (track changes)
6	Proposed amendments to *PPP-66 Policy Guide: Methadone Maintenance Treatment* (track changes)
7	Proposed amendments to *PPP-66 Policy Guide: Slow Release Oral Morphine Maintenance (SROM) Treatment* (track changes)
8	Proposed amendments to *PPP-67 Policy Guide: Injectable Hydromorphone Maintenance Treatment* (track changes)

CPBC Legislation

From: Chris Hunter <Chris@FirstHealthRx.ca>
Sent: March 24, 2020 10:21 AM
To: CPBC Legislation
Subject: Feedback- verbal controlled drugs

Hi,

So since we already do this as physicians don't provide hard copy for methadone on somewhat regular basis, and then get the hard copy asap…(which is reasonable based on pt)

A pharmacist having a verbal conversation with a physician is more than enough to provide, with documentation, to provide and emergency supply to a patient (regardless of prescriber on rx). I suppose when you have a young or old pharmacist (am I allowed to say that), that hasn't yet realized they are there to provide the BEST Pharmaceutical care for a pt…always… I suppose you need to write it into a law so they feel more comfortable. So much for navigating the grey. We will soon be replaced by robots.

Thanks,
Chris Hunter RPH
Prince George

CPBC Legislation

From: Shelagh Martinusen <smartinusen@gmail.com>
Sent: March 24, 2020 10:27 AM
To: CPBC Legislation
Subject: Bylaws for Comment: Electronic Record Keeping

I'm not in retail practise, but support changes to prescribing controlled meds to limit face to face contact.

Shelagh Martinusen
06185

Sent from my iPhone

CPBC Legislation

From: Sumit Manchanda <sumit.manchanda90@gmail.com>
Sent: March 24, 2020 10:31 AM
To: CPBC Legislation
Subject: Fwd: Bylaws for Comment: Permitting Verbal Orders for a Prescription

To whom it may concern:

I am in favour of accepting verbal orders for controlled drugs amidst Covid-19 pandemic.

I however am against the wording " The pharmacy must receive the original form by mail as soon as reasonably possible."……This basically shifts the responsibility to the pharmacy while it could be the MD failing to send the prescription. It should be something along the lines of "the Physician must send the pharmacy the original. And if not received, the pharmacy must call the office atleast once to retrieve the original and document the conversation."……..There are countless times we have to call the offices and they say "it has been sent" yet we never receive the original. I personally have gotten triplicates that were meant to be sent to other pharmacies, but got mailed to us. There can be a reporting database if the pharmacy does not get the original, we can simply put in the patient name, doctor name, DIN number, quantity verbally prescribed and report to the college for visibility and for tracking which doctors do not send originals.

If the responsibility is on the pharmacy to "must receive the original", I am against this amendment.

Regards

Sumit Manchanda
License number: 13481.

---------- Forwarded message ---------
From: **College of Pharmacists of BC** <info@bcpharmacists.org>
Date: Tue, Mar 24, 2020 at 10:05 AM
Subject: Bylaws for Comment: Permitting Verbal Orders for a Prescription
To: <sumit.manchanda90@gmail.com>

College of Pharmacists
of British Columbia

Bylaws for Comment: Permitting Verbal Orders for a Prescription

The College is asking for your feedback on proposed amendments to the *Pharmacy Operations and Drug Scheduling Act* Bylaws that would enable the temporary exemption made by Health Canada to permit practitioners to verbally prescribe prescriptions for controlled substances.

Please provide your feedback as soon as possible as a shortened public posting period has been requested from the Minister of Health to implement these bylaw changes as soon as possible to support patients during the COVID-19 pandemic.

Visit our website for more information

If you are having troubles with the links in this section, please go to https://www.bcpharmacists.org/bylaws-comment-permitting-verbal-orders-prescription directly through your browser.

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Sumit Manchanda
BSc Pharm (Honours)
Pharmacist

College of Pharmacists of British Columbia

Feedback Form for Posted Draft Bylaws

Instructions

Thank you for providing your feedback on the College's draft Bylaws. To better facilitate the collation of feedback, please use the following form. The form is divided into 4 columns:

Column 1: Indicate which section, subsection or appendix of the Bylaws for which you are providing comments.

Column 2: Due to some sections carrying over multiple pages, please indicate the page number for ease of reference.

Column 3: Indicate the text for which you are provided suggested changes and include new or amended text.

Column 4: Indicate the reason for your suggested changes (e.g. scientific journal, published guidelines etc.). Please keep your explanations as brief as possible.

Example:

Section, Subsection or Appendix	Page #	Comment (provide current and new text when applicable)	Rationale
1.3 Sample Section	5	The requirements should include A, B and C…	The following reference supports this statement…

There is an opportunity to provide general comments on the draft Bylaws following the table.

PLEASE RETURN FEEDBACK FORM TO LEGISLATION@BCPHARMACISTS.ORG BY THE DATE INDICATED ON THE COLLEGE WEBSITE.

Note: Timelines are typically 60 or 90 day posting periods. Refer to College website for specific deadlines. Forms that are submitted after deadline will not be accepted.

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College of Pharmacists of British Columbia

Stakeholder Comments

Section, Subsection or Appendix	Page #	Comment (provide current and new text when applicable)	Rationale
Section 19 Subsection 6.1	20	Section should allow faxed copies for controlled substances without the need for original for the time of Coronavirus pandemic	Contact with the original script can possess risk of infection to staff in the pharmacy. Allowing just faxed copies of the original script with telephone confirmation of faxing should be enough.

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College of Pharmacists of British Columbia

General Comments

Comments submitted by:	
Name of individual	Mikolaj Piekarski
Name of organization	Shoppers Drug Mart, Prince George, BC
Date	March 24/2020

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CPBC Legislation

From: Jamila Madhani <madhani.jamila@gmail.com>
Sent: March 24, 2020 10:46 AM
To: CPBC Legislation
Subject: Permitting V.O. for controlled substances

Fully agree, I think it is absolutely necessary.

Thank you

--
Jamila Madhani

Mobile: +1 (604) 340-9102
E-mail: madhani.jamila@gmail.com

College of Pharmacists of British Columbia

Feedback Form for Posted Draft Bylaws

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Column 3: Indicate the text for which you are provided suggested changes and include new or amended text.

Column 4: Indicate the reason for your suggested changes (e.g. scientific journal, published guidelines etc.). Please keep your explanations as brief as possible.

Example:

Section, Subsection or Appendix	Page #	Comment (provide current and new text when applicable)	Rationale
1.3 Sample Section	5	The requirements should include A, B and C…	The following reference supports this statement…

There is an opportunity to provide general comments on the draft Bylaws following the table.

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General Comments

Comments submitted by:	
Name of individual	Mikolaj Piekarski
Name of organization	Shoppers Drug Mart, Prince George, BC
Date	March 24/2020

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CPBC Legislation

From: Mike Wo <eaucitrondezinc@gmail.com>
Sent: March 24, 2020 11:00 AM
To: CPBC Legislation
Subject: Verbal Order Controlled Substances

Hello,
I would be a lot more comfortable if we have a paper or written fall back to check against the verbal order. I do not feel comfortable just taking a verbal order for a controlled substance.
Controlled substances are very high risk medications and we need time to stop and think about what we are checking. Consequences of an error are much higher.

Here's the current situation right now. In the pharmacy, it is ABSOLUTE CHAOS. Phones are ringing non stop. People are coming everywhere. IT IS LOUD, there are many distractions everywhere. As I pick up the phone, another 3 people call in.

Me and my staff are staying overtime each and every day, pulling 12 or more hour shifts. We have our assistants quitting because they are afraid to come in.

In a perfect setting and with a perfect pharmacist, the verbal order initiative will work out perfectly. But it is hard when your average community pharmacist is extremely stressed and overworked. Many people are coming in for refills. It's just non stop madness.

Please reconsider this and help us prevent errors from occuring. They could do a verbal, but please continue to mandate a written copy.

From my experiences, you can't really change the habit of how Doctors do verbal orders. I'm afraid that they may continue their own habits and do not provide a satisfactory verbal. Nowadays in these chaotic madness. I am getting a lot of "refill before" verbal orders that are not acceptable. I try to clarify but they are busy and hang up....so when you allow for a verbal order controlled substance, how many doctors do you think will follow and read out exactly what would be on the triplicate?

Thank you

CPBC Legislation

From: Arrian Janfada <arrian.janfada@gmail.com>
Sent: March 24, 2020 11:52 AM
To: CPBC Legislation
Subject: Amendments

Please for this pandemic make amendments to allow verbal orders of controlled substances. OAT treatment is a huge demographic in my area and with this population being at risk for CoVid-19 this puts me and my colleagues at risk when receiving their prescriptions, getting ahold of doctors has become increasingly difficult during this time as well. I would also like to mention that whether in this current situation or not this would have been a very valuable moment to allow British Columbian pharmacists to prescribe as other provinces have started. Since the acts were written there have been amendments to allow other professionals such as nurse practitioners to prescribe. I truely believe that our scope of practice is greatly limited and our skills and knowledge as pharmacists is not being utilized to what it should be. Please consider making amendments so that pharmacists can prescribe. In times like these we could be taking a tremendous burden off our healthcare system ,helping patients a great deal and even saving lives during pandemics or epidemics by limiting public exposure.

Sincerely,

Arrian Janfada
B.Sc. (Pharm), R. Ph.

College of Pharmacists
of British Columbia

General Comments
As long as the pharmacist isn't deaf and able to easily understand a physicians direction, we are more than capable of taking verbal Rx's Narcotic, controlled or otherwise

Comments submitted by:	
Name of individual	George Pettie
Name of organization	Fraser Lake Medicine Centre
Date	24Mar2020

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British Columbia
Pharmacy Association

March 24, 2020

Director of Policy and Legislation
College of Pharmacists of British Columbia
200 – 1765 W. 8th Avenue
Vancouver, BC V6J 5C6

BY EMAIL: legislation@bcpharmacists.org

And To:

Professional Regulation and Oversight Branch
Ministry of Health
1515 Blanshard Street
PO Box 9649 STN PROV GOVT
Victoria, BC V8W 9P4

BY Email: PROREGADMIN@gov.bc.ca

Dear Madam/Sir:

Re: Bylaw amendment to permit verbal orders for a prescription – s. 56(1) exemption

The BCPhA wishes to thank you for the opportunity to comment on the proposed bylaw. We note the urgency of this matter and agree with the shortened timelines.

Having reviewed the proposed bylaw, we would suggest that the bylaw avoid specifying that the original prescription be sent to the pharmacy by the prescriber "by mail" as that is too limited (and dependent on mail delivery). Practitioners may wish to courier or personally deliver the forms (both of which are faster and more privacy-protective). In any event those decisions are the practitioner's, beyond the pharmacists' control, and outside the College's regulatory scope. For clarity we propose adding the following words:

> (6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so **is** permitted under a section 56 exemption to the Controlled Drugs and Substances Act. The pharmacy must receive the original **prescription** form ~~by mail~~ **from the practitioner** as soon as reasonably possible.

We encourage the College to work with the regulators of the relevant practitioners to ensure that they enact corresponding standards to authorize verbal prescriptions and mandate the practitioners to promptly send the original prescription forms to the pharmacy.

Thank you for the opportunity to comment and for your hard work at this time.

Yours Sincerely,

Geraldine Vance
CEO

cc: Bob Nakagawa, Registrar and CEO, College of Pharmacists of BC

CPBC Legislation

From: Aly Somani <alysomani@msn.com>
Sent: March 24, 2020 9:09 PM
To: CPBC Legislation
Cc: Aly Somani
Subject: General Comments-Bylaws for Comment- Permitting Verbal Orders for a Prescription

A verbal prescription for controlled substances should only be ordered by a physician by phone to a pharmacist in an emergency situation. Eg. COVID-19 when the doctor cannot see the patient. The physician should fax the controlled substance prescription to the pharmacy when they can along with the verbal authorization and mailing the triplicate. Tight control is needed with control substances as they can result in misuse and abuse. I recommend checks and balances. If pharmacists accept verbal prescriptions for controlled substances we have to make sure the physician and pharmacist are both accountable to prevent drug diversion.

Aly Somani R.Ph.

Lic #08187

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College of Pharmacists of British Columbia

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College of Pharmacists of British Columbia

General Comments

Comments submitted by:	
Name of individual	Mikolaj Piekarski
Name of organization	Shoppers Drug Mart, Prince George, BC
Date	March 24/2020

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CPBC Legislation

From: Nic <nic.j.ubc@gmail.com>
Sent: March 24, 2020 10:51 PM
To: CPBC Legislation
Subject: Attn: Director of Policy & Legislation.

Hello,

As a practicing community pharmacist in BC I believe the proposed temporary change in the bylaws is vital to successful and timely patient care during the COVID-19 Pandemic. Many patients are not currently able to access their doctors and therefore are unable to get new prescriptions for important controlled medications, which leads to a high risk of destabilization, uncontrolled pain and/or relapse (for OAT patients). While we are currently able to provide emergency supplies of medication, allowing verbal prescribing of controlled medications will allow a greater level of collaborative relationship with the prescribers and therefore enhance patient care, especially if changes in medication or dose are required. I approve of and highly recommend the changes to the bylaws to allow verbal prescribing of controlled medications during the COVID-19 Pandemic.

Thank you,
Nic Jones (RPh)

PODSA Bylaws s. 19(6.1) – Public Posting Feedback Summary

The following provides a summary of the feedback and comments received and whether it was supportive, supportive with changes, or not supportive. The last column of the table includes staff recommendations resulting from a review of the feedback received, including rationale.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
1	Chris Hunter	So since we already do this as physicians don't provide hard copy for methadone on somewhat regular basis, and then get the hard copy asap…(which is reasonable based on pt) A pharmacist having a verbal conversation with a physician is more than enough to provide, with documentation, to provide and emergency supply to a patient (regardless of prescriber on rx). I suppose when you have a young or old pharmacist (am I allowed to say that), that hasn't yet realized they are there to provide the BEST Pharmaceutical care for a pt…always… I suppose you need to write it into a law so they feel more comfortable. So much for navigating the grey. We will soon be replaced by robots.	Supportive	• No changes made.
2	Shelagh Martinusen	I'm not in retail practise, but support changes to prescribing controlled meds to limit face to face contact.	Supportive	• No changes made.
3	Jamila Madhani	Fully agree, I think it is absolutely necessary.	Supportive	• No changes made.
4	Arrian Janfada	Please for this pandemic make amendments to allow verbal orders of controlled substances. OAT treatment is a huge demographic in my area and with this population being at risk for CoVid-19 this puts me and my colleagues at risk when receiving their prescriptions, getting ahold of doctors has become increasingly difficult during this time as well. I would also like to mention that whether in this current situation or not this would have been a very valuable moment to allow British Columbian pharmacists to prescribe as other provinces have started. Since the acts were written there have been amendments to allow other professionals such as nurse	Supportive	• No changes made.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		practitioners to prescribe. I truely believe that our scope of practice is greatly limited and our skills and knowledge as pharmacists is not being utilized to what it should be. Please consider making amendments so that pharmacists can prescribe. In times like these we could be taking a tremendous burden off our healthcare system ,helping patients a great deal and even saving lives during pandemics or epidemics by limiting public exposure.		
5	Terri Betts	A brief comment on verbal prescriptions for controlled substances during COVID-19 outbreak: I am supportive of initiating this as soon as possible, to provide continuity of care. When verifying the prescriber, I think invoking the “two factor identification” procedure is reasonable, which must include one piece of information that is NOT on the College of Physicians and Surgeons website, e.g. the College ID number as mentioned.	Supportive	• No changes made.
6	D B Lange	Makes sense to me.	Supportive	• No changes made.
7	George Pettie	Time to recognize we aren't stupid people As long as the pharmacist isn’t deaf and able to easily understand a physicians direction, we are more than capable of taking verbal Rx’s Narcotic, controlled or otherwise.	Supportive	• No changes made.
8	Nikhil Gandhi	Regarding "BYLAWS FOR COMMENT: PERMITTING VERBAL ORDERS FOR A PRESCRIPTION” - I fully support this change as it facilitates patient care not only in exceptional circumstances such as the ongoing COVID-19 pandemic, but also in remote communities where great distances may separate pharmacies, patients, and prescribers.	Supportive	• No changes made.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
9	Aly Somani	A verbal prescription for controlled substances should only be ordered by a physician by phone to a pharmacist in an emergency situation. Eg. COVID-19 when the doctor cannot see the patient. The physician should fax the controlled substance prescription to the pharmacy when they can along with the verbal authorization and mailing the triplicate. Tight control is needed with control substances as they can result in misuse and abuse. I recommend checks and balances. If pharmacists accept verbal prescriptions for controlled substances we have to make sure the physician and pharmacist are both accountable to prevent drug diversion.	Supportive	• No changes made.
10	Nic Jones	As a practicing community pharmacist in BC I believe the proposed temporary change in the bylaws is vital to successful and timely patient care during the COVID-19 Pandemic. Many patients are not currently able to access their doctors and therefore are unable to get new prescriptions for important controlled medications, which leads to a high risk of destabilization, uncontrolled pain and/or relapse (for OAT patients). While we are currently able to provide emergency supplies of medication, allowing verbal prescribing of controlled medications will allow a greater level of collaborative relationship with the prescribers and therefore enhance patient care, especially if changes in medication or dose are required. I approve of and highly recommend the changes to the bylaws to allow verbal prescribing of controlled medications during the COVID-19 Pandemic. As a practising BC Community Pharmacist I want to submit my approval and request a change to the bylaws to permit verbal prescriptions of controlled medications during this unprecedented time. Our patients are having difficulty accessing their doctors and this is putting them at higher risk of relapse (for OAT patients), infection, and uncontrolled pain.	Supportive	• No changes made.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		While we are currently able to provide emergency supplies, this amendment will allow for permitted collaboration with the doctors that will provide a greater level of patient care, especially if changes to a patient's medication or dose is required.		
11	Alan Hicke	I believe and have already seen that requirements need to be put in place for OAT pt as they are trying to transfer prescriptions with unrelated Covid-19 reasons. It should be directly related to Covid-19 circumstances and have the Doctor approval by phone or fax. All Doctors are working from home by phone and fax. Ex: 1) pt on suboxone was banned from a store and the social worker expected me to transfer the rx to my store. The Worker told me about the pt being banned at the end of the conversation. This is not a reason to me b/c it is not related to Covid-19. 2) A pt wanted a methadone rx transferred to another store two blocks away b/c they did not want to walk two blocks.	Supportive	• No changes made.
12	Thomas Cameron	Many patients are being discharged from hospitals as they prepare for covid. We've had more physicians working from home to coordinate for patients being discharged. The hospital is also under pressure and sometimes forgets to include all rxs in the discharge rx. Physicians working from home often do not have access to fax and mail will be delayed. Verbal narc rx's can help make that transition go smoothly.	Supportive	• No changes made.
13	Sumit Manchanda	I am in favour of accepting verbal orders for controlled drugs amidst Covid-19 pandemic. I however am against the wording " The pharmacy must receive the original form by mail as soon as reasonably possible."……This basically shifts the responsibility to the	Supportive with changes	• No changes made. Rationale: The College of Physicians and Surgeons of B.C. is working to communicate to their registrants the requirement and importance of ensuring delivery of the original prescription form.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		pharmacy while it could be the MD failing to send the prescription. It should be something along the lines of "the Physician must send the pharmacy the original. And if not received, the pharmacy must call the office at least once to retrieve the original and document the conversation."……..There are countless times we have to call the offices and they say "it has been sent" yet we never receive the original. I personally have gotten triplicates that were meant to be sent to other pharmacies, but got mailed to us. There can be a reporting database if the pharmacy does not get the original, we can simply put in the patient name, doctor name, DIN number, quantity verbally prescribed and report to the college for visibility and for tracking which doctors do not send originals. If the responsibility is on the pharmacy to "must receive the original", I am against this amendment.		
14	Mikolaj Piekarski	Section should allow faxed copies for controlled substances without the need for original for the time of Coronavirus pandemic. Contact with the original script can possess risk of infection to staff in the pharmacy. Allowing just faxed copies of the original script with telephone confirmation of faxing should be enough.	Supportive with changes	• No changes made. Rationale: recent amendments made to the Community Pharmacy Standards of Practice permit faxing of the original prescription form.
15	Vicky Alipio	Verbal orders are hard to validate and ir file for proof. Rather than voice or verbal orders, confidential email orders from doctors are safer and more secured option. Pharmacies should have a direct email of narcotic-prescribing doctors which can be used for emergency or off-duty hours request.	Supportive with changes	• No changes made.
16	B.C. Pharmacy Association	The BCPhA wishes to thank you for the opportunity to comment on the proposed bylaw. We note the urgency of this matter and agree with the shortened timelines. Having reviewed the proposed bylaw, we would suggest that the	Supportive with changes	• Recommend revising the first sentence of section 19(6.1) to include "is" instead of "as" Rationale: minor stylistic change.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		bylaw avoid specifying that the original prescription be sent to the pharmacy by the prescriber "by mail" as that is too limited (and dependent on mail delivery). Practitioners may wish to courier or personally deliver the forms (both of which are faster and more privacy-protective). In any event those decisions are the practitioner's, beyond the pharmacists' control, and outside the College's regulatory scope. For clarity we propose adding the following words: (6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so **is** permitted under a section 56 exemption to the Controlled Drugs and Substances Act. The pharmacy must receive the original **prescription** form by mail **from the practitioner** as soon as reasonably possible. We encourage the College to work with the regulators of the relevant practitioners to ensure that they enact corresponding standards to authorize verbal prescriptions and mandate the practitioners to promptly send the original prescription forms to the pharmacy.		• Recommend revising the last sentence of section 19(6.1) to include "prescription" and "from the practitioner". Rationale: revising the last sentence to include "original prescription form" ensures clarity as to what must be received by the pharmacy. This wording also aligns with the record keeping requirements included in section 65.1(4) of the *Health Professions Act* Bylaws. • Recommend removing the requirement that the original prescription form is received "by mail". Rationale: requiring that the original prescription form be sent to the pharmacy "by mail" is too limited and dependent on mail delivery. Practitioners may wish to courier or personally deliver the forms. The decision of how to send the form to the pharmacy is the decision of the practitioner's, beyond the pharmacists' control and outside the College's regulatory scope.
17	Trent Tschirgi	Suggest we select a 2-letter code for use during Province-wide Declared Medical Emergencies. We could recycle the code used for Y2K for this purpose. A code for use during medical emergencies would be a time saver (vs. hand-writing "due to COVID-19 emergency" on each such Rx), would be searchable on PharmaNet, and usable by insurance companies for their overrides.	Supportive with changes	• No changes made.
18	Melinda Winship	Verbal prescriptions should only be recommended to doctors as a "last resort", and fax, or even email, should always be the	Supportive with changes	• No changes made.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		preferred method, to avoid the potential for verbal forgeries during this time. If this is decided upon, this knowledge (verbal prescribing of controlled drugs) should not be made available to the public media or on college websites to reduce criminal activity. What I am concerned about is that we will be dealing with patients we are not familiar with at all, due to another store's temporary closure, and the potential for receiving prescriptions from perhaps a doctor we are not familiar with as well—and not able to get through on office phones because they're not in their office but working from home etc. How could we verify the source to be an actual doctor? This scene would be worse in urban centers. While I'm at it, you have to remove the requirement for patient signatures on Controlled prescription forms and methadone log books for our safety.		
19	Dana Plato	Most pharmacy chains have a phone system that allows prescribers to call in prescriptions by message. PLEASE REINFORCE THAT VERBAL PRESCRIPTIONS FOR CDSA REQUIRE DIRECT PHYSICIAN TO PHARMACIST COMMUNICATION AND ARE NOT ALLOWED ON VOICEMAIL. Were going to get many incomplete prescriptions with unclear instructions on our voicemail from doctors who are unavailable to be contacted. Things like intervals, whether suboxone carries require is witness or not, and tons of fake ones from opportunists so that we can't verify the authenticity. Recently I had to tell a prescriber (who I don't know well) promising me a triplicate in the mail that, before releasing methadone carries to the agent of a patient (who I don't know well) without witness, I need to see the triplicate that says so on my fax queue. After I explained that the changes to regulations last weekend on delivery do not allow methadone	Supportive with changes	• No changes made Rationale: In accordance with section 6(6) of the Community Pharmacy Standards of Practice, a registrant may receive verbal prescriptions directly from a practitioner or from a practitioner's recorded voice message.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		to be delivered without a Pharmacist. (This is NOT a complaint about the aforesaid kind physician. Everyone is overwhelmed right now.) Pharmacists are going to be given verbal orders to do all sorts of things that go against guidelines as such. We need either the explicated right to refuse such orders accompanied by someone tipping off the College of Physicians, or an explicated exemption from liability for specific violations of regulations insofar as it was not our decision. Saying it's up to the pharmacist to verify the authenticity of the prescriber isn't always fair because that isn't always possible. If pharmacists are liable for filling "forged" verbal prescriptions, do we have the right to refuse verbal orders we cannot verify? Is it our fault if we refuse to dispense a prescription we believe is fake when it is real, and harm comes to the patient before the misunderstanding is cleared up? Can you explicate this? I'm not saying BC should be the only province that doesn't go along with this, but verbal prescriptions shouldn't be legal anymore anyhow. For one thing, CallerID spoofing is rampant as it is subject to a measly $1000 fine. Who is going to bother catching them? One of the big problems you haven't heard we are having in community pharmacy right now, is arranging payment for deliveries: it is technically not legal to take a credit card over the phone in many cases (but is being done in emergencies anyway). This is because both cellphones and the IP phones that many pharmacy chains use can and do get hacked, and are not secure enough for PCI compliance. We're a little behind the times compared to financial industry here. Patients must think it's really funny when a pharmacist counsels them on private issues about their health over the phone, then tells them they aren't supposed to take their credit card number over the phone. Or not.		

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
20	Nathan Wong	I strongly disagree with the proposed changes to the bylaws permitting all CPP narcotics to be temporarily allowed to be prescribed by verbal order. This would undoubtedly increase the risk of fraudulent prescriptions (e.g. prior to Codeine syrups becoming 1A, there were many forgeries). Keeping the current legislation would not significantly impact or delay care as practitioners still have the option to fax narcotic CPP prescriptions in emergency situations and mail the original. Having verbal orders significantly increases the risk of error (especially for new prescriptions), decreases accountability, and creates a potentially dangerous situation as it is often impossible for a pharmacist to determine if the caller is in fact the authentic prescriber, especially in community practice where there is no roster of physicians that usually practice such as in a hospital or institutional setting. In the event of a serious issue, there would be no written record of accountability like a physical or faxed prescription from a prescriber - pharmacy phones don't record conversations so there would be no "proof" that such a verbal order was issued, and no way for a pharmacist to guarantee the authenticity of such an order. In addition, the changes could potentially make it easier for unscrupulous pharmacists (like the ones in the disciplinary outcomes section on the College website) to dangerously divert medications for personal profit under the pretense of a fake "verbal order". One solution would be to amend the legislation to read that Schedule 1A/CPP narcotic products "may be a faxed order from a physician using the CPP form" as currently I don't believe that is technically allowed (although most pharmacists	Not supportive	• No changes made. Rationale: recent amendments made to the Community Pharmacy Standards of Practice permit faxing of the original prescription form.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		permit it given there is an indication the prescriber is mailing the original as soon as possible).		
21	Mike Wo	I would be a lot more comfortable if we have a paper or written fall back to check against the verbal order. I do not feel comfortable just taking a verbal order for a controlled substance. Controlled substances are very high risk medications and we need time to stop and think about what we are checking. Consequences of an error are much higher. Here's the current situation right now. In the pharmacy, it is ABSOLUTE CHAOS. Phones are ringing non stop. People are coming everywhere. IT IS LOUD, there are many distractions everywhere. As I pick up the phone, another 3 people call in. Me and my staff are staying overtime each and every day, pulling 12 or more hour shifts. We have our assistants quitting because they are afraid to come in. In a perfect setting and with a perfect pharmacist, the verbal order initiative will work out perfectly. But it is hard when your average community pharmacist is extremely stressed and overworked. Many people are coming in for refills. It's just non stop madness. Please reconsider this and help us prevent errors from occuring. They could do a verbal, but please continue to mandate a written copy. From my experiences, you can't really change the habit of how Doctors do verbal orders. I'm afraid that they may continue their own habits and do not provide a satisfactory verbal. Nowadays in these chaotic madness. I am getting a lot of "refill before" verbal orders that are not acceptable. I try to clarify but they are busy and hang up....so when you allow for	Not supportive	• No changes made. Rationale: communication will be developed to outline requirements and risks around taking a verbal prescription for a controlled substance.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		a verbal order controlled substance, how many doctors do you think will follow and read out exactly what would be on the triplicate?		
22	Anna 08934	I do not agree with this bylaw change and because this could potentially increase fraudulent activity during this time. Many patients already have practitioner ID memorized. Some of these patients may already be taking advantage of the crisis thinking they can get away with anything they want. I don't think this will be safe.	Not supportive	• No changes made.
23	Elaine Wong	I am writing to respond to the proposed changes to Pharmacist College Bylaws for verbal orders for a prescription. Can you please clarify the following: 1. **Can this bylaw can be applied to clinical pharmacists working in outpatient setting?** We have experienced resistance in the past with community pharmacists who refuse to fill prescriptions with verbal orders that we have taken directly from practitioners to be faxed off. We are saving practitioners time by preparing prescriptions on their behalf. 2. **Can this bylaw be applied to daily dispense prescriptions?** There are many restrictions to daily dispense prescriptions which will not allow verbal orders at all. The community pharmacist will also not accept verbal orders from clinical pharmacist signed with verbal permission from practitioners, stating pharmacists are not allowed to renew daily dispense prescriptions. We have full access to charts/results where we can see if the patient is on daily dispense for dementia or non-compliance issues. Why are we not allowed to provide a verbal order for this?	Supportive, with questions requesting clarification.	• No changes made. Rationale: both questions will be addressed in proposed changes to the HPA Community Standards of Practice which will be presented to the Board at their April Board meeting. For the question on applicability of the bylaw changes to daily dispense prescriptions, under the Health Canada exemption practitioners will be permitted to give verbal orders for controlled drug substances for a new prescription or a renewal of an existing prescription. This includes drugs listed under the Controlled Prescription Program (IA) such as methadone which can be dispensed daily.

#	Name/Organization	Comment/Feedback Received	Category	Decisions from Review of Feedback
		I am a clinical pharmacist working in at an urgent primary care. We are currently an assessment centre for COVID-19 and our practitioners are still inundated with prescription refill requests for daily dispense as well as other prescription refill request – this is an absolute waste of all the health care providers' time and as clinical pharmacists, we are trying to be as helpful for the patients in community to allow them to stay at home. I hope we can get some clarity on these issues soon.		

Pharmacy Operations and Drug Scheduling Act - BYLAWS

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Definitions

1 In these bylaws:

"*Act*" means the *Pharmacy Operations and Drug Scheduling Act*;

"attestation" means the attestation referred to in section 2(2)(d)(ii) of the *Act*;

"BC Annual Report" means an annual report filed with the BC Registry Services;

"British Columbia Company Summary" means a summary issued by the BC Registry Services;

"central pharmacy" means a community pharmacy that holds one or more telepharmacy licences;

"Central Securities Register" means the register maintained under section 111(1) of the *Business Corporations Act* [SBC 2002] C.57 as amended;

"community pharmacy" means a pharmacy licensed to sell or dispense drugs to the public, but does not include a telepharmacy;

"*Community Pharmacy Standards of Practice*" means the standards, limits and conditions for practice established under section 19(1)(k) of the *Health Professions Act* respecting community pharmacies;

"controlled drug substances" means a drug which includes a substance listed in the Schedules in the regulations made pursuant to the *Controlled Drugs and Substances Act* (Canada), and Part G of the *Food and Drug Regulations* (Canada);

"controlled prescription program" means a program approved by the board, to prevent prescription forgery and reduce inappropriate prescribing of drugs;

"criminal record history" means the results of a criminal record search of Royal Canadian Mounted Police and local police databases, in the form approved by the board;

"direct owner" has the same meaning as in section 1 of the *Act*;

"direct supervision" means real time audio and visual observation by a full pharmacist of pharmacy services performed at a telepharmacy consistent with a pharmacy manager's responsibilities as set out in section 18(2);

"dispensary" means the area of a community pharmacy or a telepharmacy that contains Schedule I and II drugs;

"drug" has the same meaning as in section 1 of the *Act*;

"electronic signature" means

(a) information in electronic form that a person has created or adopted in order to sign a record, other than with respect to a prescription signed by a full

pharmacist for the purpose of prescribing, that is in, attached to or associated with a record, is secure and is only reproducible and used by that person, and,

(b) with respect to a prescription signed by a full pharmacist for the purpose of prescribing, the electronic signature must meet the requirements of paragraph (a) and must be a unique mark personally applied by that pharmacist;

"full pharmacist" means a member of the College who is registered in the class of registrants established in section 41(a) of the bylaws under the *Health Professions Act*;

"health authority" includes

(a) a regional health board designated under the *Health Authorities Act*,
(b) the Provincial Health Services Authority,
(c) First Nations Health Authority, and
(d) Providence Health Care Society;

"hospital" has the same meaning as in section 1 of the *Hospital Act*;

"hospital pharmacy" means a pharmacy licensed to operate in or for a hospital;

"hospital pharmacy satellite" means a physically separate area on or outside the hospital premises used for the provision of pharmacy services which is dependent upon support and administrative services from the hospital pharmacy;

"*Hospital Pharmacy Standards of Practice*" means the standards, limits and conditions for practice established under section 19(1)(k) of the *Health Professions Act* respecting hospital pharmacies;

"incentive" has the same meaning as in Part 1 of Schedule "F" of the bylaws of the College under the *Health Professions Act;*

"indirect owner" has the same meaning as in section 1 of the *Act*;

"manager" has the same meaning as in section 1 of the *Act*;

"outsource prescription processing" means to request another community pharmacy to prepare or process a prescription drug order;

"patient's representative" means a person who is authorized to act on a patient's behalf;

"personal health information" has the same meaning as in section 25.8 of the *Health Professions Act*;

"pharmacy" has the same meaning as in section 1 of the *Act*;

"pharmacy education site" means a pharmacy

(a) that has Schedule I, II and III drugs, but no controlled drug substances,
(b) that is licensed solely for the purpose of pharmacy education, and
(c) from which pharmacy services are not provided to any person;

“pharmacy security” means

(a) measures to prevent unauthorized access and loss of Schedule I, IA, II and III drugs, and controlled drug substances,
(b) measures providing for periodic and post-incident review of pharmacy security,
(c) measures to protect against unauthorized access, collection, use, disclosure or disposal of personal health information;

“pharmacy services” has the same meaning as in section 1 of the bylaws of the College under the *Health Professions Act*;

“pharmacy technician” has the same meaning as in section 1 of the bylaws of the College under the *Health Professions Act*;

“prescription drug” means a drug referred to in a prescription;

“professional products area” means the area of a community pharmacy that contains Schedule III drugs;

“professional service area” means the area of a community pharmacy that contains Schedule II drugs;

“record” has the same meaning as the definition of record in Schedule 1 of the *Freedom of Information and Protection of Privacy Act*;

“*Residential Care Facilities and Homes Standards of Practice*” means the standards, limits and conditions for practice established under section 19(1)(k) of the *Health Professions Act* respecting residential care facilities and homes;

“rural and remote community” means a community set out in Schedule “H”;

“Schedule I, Schedule IA, Schedule II, or Schedule III”, as the case may be, refers to the drugs listed in Schedule I, IA, II or III of the *Drug Schedules Regulation*;

“signature” on a record means either a handwritten signature in ink or an electronic signature;

“support person” has the same meaning as in the *Act* except that it does not include a pharmacy technician;

“telepharmacy” means a pharmacy located in a rural and remote community that is licensed to provide pharmacy services;

“*Telepharmacy Standards of Practice*” means the standards, limits and conditions for practice established under section 19(1)(k) of the *Health Professions Act* respecting the operation of telepharmacies.

PART I – Pharmacy Licences

Licence Types

2 (1) The registrar may issue a licence for any of the following:

(a) a community pharmacy;

(b) a hospital pharmacy;

(c) a pharmacy education site; or

(d) a telepharmacy.

New Community Pharmacy Licence

3 (1) Applicants for a new community pharmacy licence must submit an application consistent with the type of ownership under section 5(2) of the *Act*.

(2) A direct owner may apply for a new community pharmacy licence by submitting:

(a) an application in Form 1A;

(b) the fee(s) specified in Schedule "A";

(c) a diagram professionally drawn to scale, including the measurements and entrances of the pharmacy, demonstrating compliance with the physical requirements in the bylaws and applicable policies;

(d) Form 10A;

(e) photographs or video demonstrating compliance with the physical requirements in the bylaws and applicable policies; and

(f) a copy of the pharmacy's valid business licence issued by the jurisdiction to the direct owner, if applicable.

(3) In addition to the requirements in subsection (2), a direct owner described in section 5(2)(b) or (c) of the *Act* must submit:

(a) an email contact of each indirect owner;

(b) a copy of the power(s) of attorney, if applicable;

(c) a copy of the current British Columbia Company Summary; and

(d) a certified true copy of the Central Securities Register if a direct owner is or includes a corporation that is not traded publicly.

(4) If an indirect owner is a company incorporated under the *Company Act* or the *Business Corporations Act* that is not traded publicly, the following must be submitted for that company:

(a) an email contact of each indirect owner;

(b) a copy of the power(s) of attorney, if applicable;

(c) a copy of the current British Columbia Company Summary; and

(d) a certified true copy of the Central Securities Register.

(5) Proof of eligibility in Form 5 and a criminal record history in accordance with section 14 must be submitted by the following:

(a) any pharmacist who is a direct owner described in section 5(2)(a) of the *Act*;

(b) indirect owner(s); and

(c) the manager.

Community Pharmacy Licence Renewal

4 (1) A direct owner may apply to renew a community pharmacy licence no later than 30 days prior to the expiry of the existing pharmacy licence by submitting:

(a) an application in Form 2A;

(b) the fee(s) specified in Schedule "A";

(c) a copy of the pharmacy's valid business licence issued by the jurisdiction to the direct owner, if applicable; and

(d) a copy of the current British Columbia Company Summary or the most recently filed BC Annual Report, if a direct owner is or includes a corporation.

(2) At the time of the renewal application, an attestation in Form 5 must be submitted by:

(a) any pharmacist who is a direct owner described in section 5(2)(a) of the *Act*;

(b) indirect owner(s); and

(c) the manager.

(3) An application submitted later than 30 days prior to the expiry of the pharmacy licence is subject to the fee(s) specified in Schedule "A".

Community Pharmacy Licence Reinstatement

5 (1) A direct owner may apply to reinstate a community pharmacy licence that has been expired for 90 days or less by submitting:

(a) an application in Form 3A;

(b) the fee(s) specified in Schedule "A";

(c) a copy of the pharmacy's valid business licence issued by the jurisdiction to the direct owner, if applicable; and

(d) a copy of the current British Columbia Company Summary, if the direct owner is or includes a corporation.

(2) At the time of the reinstatement application, an attestation in Form 5 must be submitted by:

(a) any pharmacist who is a direct owner described in section 5(2)(a) of the *Act*;

(b) indirect owner(s); and

(c) the manager.

New Hospital Pharmacy Licence

6 (1) Applicants for a new hospital pharmacy licence must submit an application consistent with the type of ownership under section 5(2) of the *Act*.

(2) A direct owner may apply for a new hospital pharmacy licence by submitting:

(a) an application in Form 1C;

(b) the fee(s) specified in Schedule "A"; and

(c) a diagram professionally drawn to scale, including the measurements and entrances of the pharmacy, demonstrating compliance with the physical requirements in the bylaws and applicable policies.

(3) The manager must submit an attestation in Form 5 and a criminal record history in accordance with section 14.

(4) A pharmacy located in a hospital which dispenses drugs to staff, out-patients or the public and which is not owned or operated by a health authority, must be licensed as a community pharmacy or telepharmacy.

Hospital Pharmacy Licence Renewal

7 (1) A direct owner may apply to renew a hospital pharmacy licence no later than 30 days prior to the expiry of the existing pharmacy licence by submitting:

(a) an application in Form 2C; and

(b) the fee(s) specified in Schedule "A".

(2) At the time of the renewal application, the manager must submit an attestation in Form 5.

(3) An application submitted later than 30 days prior to the expiry of the pharmacy licence is subject to the fee(s) specified in Schedule "A".

Hospital Pharmacy Licence Reinstatement

8 (1) A direct owner may apply to reinstate a pharmacy licence that has been expired for 90 days or less by submitting:

(a) an application in Form 3C; and

(b) the fee(s) specified in Schedule "A".

(2) At the time of the reinstatement application, the manager must submit an attestation in Form 5.

New Pharmacy Education Site Licence

9 (1) Applicants for a new pharmacy education site licence must submit an application consistent with the type of ownership under section 5(2) of the *Act*.

(2) A direct owner may apply for a new pharmacy education site licence by submitting:

(a) an application in Form 1F; and

(b) the fee(s) specified in Schedule "A".

(3) The manager must submit an attestation in Form 5 and a criminal record history in accordance with section 14.

Pharmacy Education Site Licence Renewal

10 (1) A direct owner may apply to renew a pharmacy education licence no later than 30 days prior to the expiry of the existing pharmacy licence by submitting:

(a) an application in Form 2F; and

(b) the fee(s) specified in Schedule "A".

(2) At the time of the renewal application, the manager must submit an attestation in Form 5.

(3) An application submitted later than 30 days prior to the expiry of the pharmacy licence is subject to the fee(s) specified in Schedule "A".

Pharmacy Education Site Licence Reinstatement

11 (1) A direct owner may apply to reinstate a pharmacy education site licence that has been expired for 90 days or less by submitting:

(a) an application in Form 3F; and

(b) the fee(s) specified in Schedule "A".

(2) At the time of the reinstatement application, the manager must submit an attestation in Form 5.

New Telepharmacy Licence

12 A direct owner of a community pharmacy may apply for a new telepharmacy licence by submitting:

(a) an application in Form 1B;

(b) the fee(s) specified in Schedule "A";

(c) a diagram professionally drawn to scale, including the measurements and entrances of the telepharmacy, demonstrating compliance with the physical requirements in the bylaws and applicable policies;

(d) Form 10B;

(e) photographs or video demonstrating compliance with the physical requirements in the bylaws and applicable policies; and

(f) if applicable, a copy of the telepharmacy's valid business licence issued to the direct owner by the jurisdiction in which the telepharmacy is located.

Conditions for Telepharmacy Licence

12.1 (1) The registrar must not issue a telepharmacy licence to a central pharmacy unless

(a) the proposed telepharmacy will be the only telepharmacy or community pharmacy located in the rural and remote community,

(b) the proposed telepharmacy is located at least 25 kilometers away from any other telepharmacy or community pharmacy,

(c) the proposed name on the external signage of the telepharmacy described in section 18(2)(r) includes the word "telepharmacy",

(d) except for a pharmacy located at an address listed in Schedule "F", the proposed telepharmacy does not have a licence as a community pharmacy,

(e) the central pharmacy applicant and the telepharmacy will have the same direct owner, and

(f) the central pharmacy is in compliance, and the telepharmacy will be in compliance, with the *Telepharmacy Standards of Practice*.

(2) A telepharmacy licence issued under subsection (1) is valid only for the location stated on the telepharmacy licence.

Telepharmacy Licence Renewal

13 (1) A direct owner may apply to renew a telepharmacy licence no later than 30 days prior to the expiry of the existing telepharmacy licence by submitting:

(a) an application in Form 2B;

(b) the fee(s) specified in Schedule “A”; and

(c) if applicable, a copy of the telepharmacy’s business licence issued by the jurisdiction in which the telepharmacy is located.

(2) An application submitted later than 30 days prior to the expiry of the telepharmacy licence is subject to the fee(s) specified in Schedule “A”.

Telepharmacy Licence Reinstatement

13.1 A direct owner may apply to reinstate a telepharmacy licence that has been expired for 90 days or less by submitting:

(a) an application in Form 3B;

(b) the fee(s) specified in Schedule “A”; and

(c) if applicable, a copy of the telepharmacy’s valid business licence issued to the direct owner by the jurisdiction in which the telepharmacy is located.

Criminal Record History of Direct Owner, Indirect Owner(s) and Manager

14 A direct owner, indirect owner(s) and a manager must submit a criminal record history pursuant to section 5.1 of the *Act*, in the form approved by the board.

Unlawful Operation

15 (1) Pursuant to section 7(1) of the *Act*, persons listed in Schedule “B” are authorized under this bylaw to store, dispense or sell drugs or devices to the public.

(2) Pursuant to section 7(3) of the *Act*, the registrar may authorize the direct owner, indirect owner(s) or manager of an unlicensed pharmacy, or a full pharmacist to continue the operation of the pharmacy for a period not exceeding 90 days, for the limited purpose of transferring drugs and personal health information on the premises to another licensed pharmacy.

(3) On receiving a referral under section 16(6), the application committee may consider whether to authorize the operation of the pharmacy pursuant to section 7(3) of the *Act* pending a determination under section 4(4)(b) of the *Act* as to relevance or risk to the public.

PART II - All Pharmacies

Change in Direct Owner, Indirect Owner(s) or Manager

16 (1) If a direct owner changes, the registrar may issue a new pharmacy licence upon receipt of the following from the new direct owner:

(a) Form 8A;

(b) the fee(s) specified in Schedule “A”;

(c) a copy of the pharmacy’s valid business licence issued by the jurisdiction to the new direct owner, if applicable; and

(d) the documents listed in sections 3(3), 3(4) and 3(5) as applicable.

(2) If there is a change of indirect owner(s) the following must be submitted by the direct owner:

(a) Form 8B;

(b) the fee(s) specified in Schedule "A";

(c) a Notice of Change of Directors, if applicable;

(d) a certified true copy of the Central Securities Register, if there is a change of shareholder(s) of a non-publicly traded corporation; and

(e) the documents listed in sections 3(3), 3(4) and 3(5), as applicable.

(3) If the change in subsection (2) includes a new indirect owner(s), proof of eligibility in Form 5 and a criminal record history in accordance with section 14 must be submitted by the new indirect owner(s).

(4) If there is a change of manager, the registrar may issue a new pharmacy licence and telepharmacy licence if applicable, upon receipt of:

(a) Form 8C submitted by the direct owner;

(b) the fee(s) specified in Schedule "A"; and

(c) proof of eligibility in Form 5 and a criminal record history in accordance with section 14 submitted by the new manager.

(5) In the event that a direct owner, indirect owner(s) or manager is no longer eligible under section 3 of the *Act*, the direct owner, indirect owner(s) or manager must submit a notice in Form 6.

(6) On receipt of a Form 6 under subsection (5), the registrar must refer the matter to the application committee who may act under sections 4(3), 4(4), and 4(5) of the *Act*.

Changes to the Pharmacy Premises and Name

17 (1) If there is a change in the name of a corporation that is a direct owner, the registrar may amend the pharmacy licence, and telepharmacy licence if applicable, upon receipt of the following from the direct owner:

(a) Form 8D;

(b) the fee(s) specified in Schedule "A";

(c) a copy of the pharmacy's valid business licence issued by the jurisdiction to the direct owner with the new corporation name, if applicable; and

(d) a copy of the Alteration to the Notice of Articles.

(2) If there is a change in the name of a corporation that is an indirect owner, the following must be submitted by the direct owner:

(a) Form 8D;

(b) the fee(s) specified in Schedule “A”; and

(c) a copy of the Alteration to the Notice of Articles.

(3) If there is a change in the name on the external signage described in section 18(2)(q) or section 18(2)(r), or in the operating name of the pharmacy, the registrar may amend the pharmacy or telepharmacy licence upon receipt of the following from the direct owner:

(a) Form 8E;

(b) the fee(s) specified in Schedule “A”;

(c) for a change of operating name, a copy of the pharmacy’s valid business licence with the new operating name issued by the jurisdiction to the direct owner, if applicable; and

(d) for a change of the name on the external signage, photographs or video demonstrating compliance with section 18(2)(q) or 18(2)(r).

(4) If there is a change in location of the pharmacy, the registrar may issue a new pharmacy licence upon receipt of the following from the direct owner:

(a) Form 8F;

(b) the fee(s) specified in Schedule “A”;

(c) the requirements in sections 3(2)(c), (d) and (e) for a community pharmacy, or

(d) the requirements in section 6(2)(c) for a hospital pharmacy;

(e) a copy of the pharmacy’s valid business licence with the address of the new location issued by the jurisdiction to the direct owner, if applicable; and

(f) photographs or video demonstrating compliance with section 18(2)(ee)(v).

(5) If there is a change in layout of the pharmacy, the direct owner must submit the following:

(a) Form 8G;

(b) the fee(s) specified in Schedule “A”; and

(c) a diagram, photographs or video to demonstrate the changes in layout in accordance with sections 3(2)(c), (d) and (e) for a community pharmacy;

(d) a diagram to demonstrate the changes in layout in accordance with section 6(2)(c) for a hospital pharmacy; or

(e) a diagram, photographs or video to demonstrate the changes in layout in accordance with sections 12(c), (d) and (e) for a telepharmacy.

17.1 (1) A direct owner of a pharmacy that is permanently closing must notify the registrar by submitting the following at least 30 days before closure:

(a) an application in Form 4A;

(b) the fee(s) specified in Schedule "A";

(c) documents demonstrating compliance with sections 18(2)(ee)(i), (ii), (iii) and (iv); and

(d) photographs or video demonstrating compliance with section 18(2)(ee)(v).

(2) The manager of the pharmacy receiving drugs, medical devices, and/or patient and prescription records from the closing pharmacy must submit Part 2 of Form 4A within 14 days of receiving date the drugs, medical devices, and/or patient and prescription records.

Responsibilities of Manager, Direct Owners, Directors, Officers and Shareholders

18 (1) A full pharmacist may not act as manager of more than one pharmacy location, unless the pharmacy of which the full pharmacist is manager includes

(a) a telepharmacy,

(b) a hospital pharmacy,

(c) a hospital pharmacy satellite, or

(d) a pharmacy education site.

(2) A manager must do all of the following:

(a) personally manage and be responsible for the daily operation of the pharmacy;

(b) ensure compliance with all legislation, bylaws, policies and procedures applicable to the operation of a pharmacy;

(c) establish policies and procedures

(i) to specify the duties to be performed by registrants and support persons,

(ii) for inventory management, product selection, and proper destruction of non-usable drugs and devices,

(iii) for pharmacy security,

(iv) for emergency preparedness, and

(v) for drug recall of pharmacy inventory;

(d) ensure all policies and procedures are in writing and regularly maintained;

(e) ensure that pharmacy staff are trained in policies and procedures;

(f) ensure that all steps in the drug recall procedure are documented, if the procedure is initiated;

(g) ensure that all individuals working in the pharmacy who present themselves as registrants have been granted and maintain registration with the College, in accordance with the policies approved by the board;

(h) notify the registrar of any appointments, resignations or terminations of registrants employed at the pharmacy as those changes occur;

(i) cooperate with inspectors acting under section 17 of the *Act* or section 28 or 29 of the *Health Professions Act*;

(j) ensure that

(i) registrant and support persons staff levels are commensurate with workload volumes and patient care requirements are met at all times in accordance with the bylaws, Code of Ethics and standards of practice, and

(ii) meeting quotas, targets or similar measures do not compromise patient safety or compliance with the bylaws, Code of Ethics or standards of practice;

(k) ensure that all records related to the purchase and receipt of controlled drug substances are signed by a full pharmacist;

(l) ensure safe and secure storage of all Schedule I, II, and III drugs and controlled drug substances for all aspects of pharmacy practice, in accordance with the policies approved by the board;

(m) ensure that pharmacy records containing personal information about patients are secure from unauthorized access, use, disclosure, modification and destruction;

(n) ensure that each individual working in the pharmacy presents themselves to the public in a manner that clearly identifies their registration class;

(o) ensure that registrants identify themselves in a manner that clearly differentiates them from other individuals working in the pharmacy who are not registrants;

(p) immediately notify the registrar in writing of ceasing to be the pharmacy's manager;

(q) ensure that at a minimum, the name on the external signage of a community pharmacy must be correctly and consistently used on labels and directory listings;

(r) if the pharmacy is a central pharmacy, ensure that at a minimum, the name on the external signage of a telepharmacy must be correctly and consistently used on labels and directory listings;

(s) ensure that narcotic reconciliation is performed in accordance with the policies approved by the board;

(t) notify the registrar of any incident of loss of narcotic and controlled drug substances within 24 hours;

(u) advise the registrar if the pharmacy is providing pharmacy services over the internet, and provide to the registrar the internet address of every website operated or used by the pharmacy;

(v) ensure the pharmacy contains the reference material and equipment in accordance with the policies approved by the board;

(w) require anyone who will access the in-pharmacy computer system to sign an undertaking in a form approved by the registrar to maintain the confidentiality of patient personal health information;

(x) retain the undertakings referred to in subsection (w) in the pharmacy for 3 years after employment or any contract for services has ended;

(y) provide the registrar with access to the pharmacy and premises as defined in section 20(1) in cases where a pharmacy licence has been cancelled or suspended due to loss of eligibility under section 3 of the *Act*;

(z) ensure that no incentive is provided to a patient or patient's representative for the purpose of inducing the patient or patient's representative to

(i) deliver a prescription to a particular registrant or pharmacy for dispensing of a drug or device specified in the prescription, or

(ii) obtain any other pharmacy service from a particular registrant or pharmacy;

(aa) notify the registrar of persistent non-compliance by a direct owner and indirect owner(s) with their obligations under the bylaws to the *Act*;

(bb) notify the registrar of any change of telephone number, fax number, electronic mail address or any other information previously provided to the registrar;

(cc) in the event of an anticipated temporary closure, which is permitted for no more than 14 consecutive days,

(i) notify patients and the public of the anticipated temporary closure at least 30 days prior to the start of the closure in accordance with the policies approved by the board,

(ii) document steps taken to comply with the bylaws and applicable policies on anticipated temporary closures,

(iii) contact all patients whose prepared prescriptions are ready for pick-up to advise of the closure and provide them with the opportunity to obtain their prepared prescriptions prior to the closure start date,

(iv) make alternate arrangements with local prescribers, as appropriate, and

(v) return any prepared prescriptions in the pharmacy to inventory and reverse those prescriptions in PharmaNet;

(dd) in the event of an unanticipated temporary closure due to unforeseen circumstances, which is permitted for no more than 90 days,

(i) notify the registrar of closures of 15 to 90 days in accordance with the policies approved by the board,

(ii) where possible, contact all patients whose prescriptions are ready for pick-up to advise of the closure and provide them with the opportunity to obtain their prepared prescriptions,

(iii) where possible, notify patients, the public, and local prescribers of the closure and alternate means of obtaining essential pharmacy services during the closure in accordance with the policies approved by the board,

(iv) apply for a new pharmacy licence if the closure will exceed 90 days, and

(v) return any prepared prescriptions in the pharmacy to inventory and reverse those prescriptions in PharmaNet;

(ee) in the event of a permanent pharmacy closure, cancellation, or expiry of the pharmacy licence

(i) provide for the safe and secure transfer and appropriate storage of all Schedule I, II, and III drugs and controlled drug substances,

(ii) advise the registrar in writing of the disposition of all drugs and prescription records at the time of a closure, in accordance with policies approved by the board,

(iii) provide the registrar with a copy of the return invoice and any other documentation sent to Health Canada in respect of the destruction of all controlled drug substances,

(iv) arrange for the secure transfer and continuing availability of the prescription records at another pharmacy, or at storage facility that is monitored and secured from unauthorized access, and

(v) remove all signs and advertisements from the closed pharmacy premises;

(3) In the event of a suspension of the pharmacy licence for a period of more than 14 days,

(a) the manager and the direct owner must complete and submit Form 4C, and

(b) the registrar may direct a manager to do any of sections 18(2)(ee)(i), (iii) or (iv).

(4) Subsection (2)(z) does not prevent a manager, direct owner or indirect owner(s) from

(a) providing free or discounted parking to patients or patient's representatives,

(b) providing free or discounted delivery services to patients or patient's representatives, or

(c) accepting payment for a drug or device by a credit or debit card that is linked to an incentive.

(5) Subsection (2)(z) does not apply in respect of a Schedule III drug or an unscheduled drug, unless the drug has been prescribed by a practitioner.

(6) A pharmacy education site's manager must ensure that only registrants and instructors are present in the pharmacy education site and must also comply with subsections (2)(a), (b), (c)(ii), (d), (e), (i), (p), (ee)(i) and (ee)(ii).

(7) A direct owner, directors and officers must do all of the following:

(a) ensure compliance with subsections (2)(c)(i), (c)(iii), (c)(iv), (c)(v), (i), (j), (l), (q), (r), (y) and (z);

(b) ensure that the requirements to hold a pharmacy licence under the *Act* are met at all times; and

(c) notify the registrar of any change of name, address, telephone number, electronic mail address or any other information previously provided to the registrar;

(8) Shareholders must comply with subsections (2)(i) and (7)(c).

Sale and Disposal of Drugs

19 (1) Schedule I, II, and III drugs and controlled drug substances must only be sold or dispensed from a pharmacy.

(2) A registrant must not sell or dispense a quantity of drug that will not be used completely prior to the manufacturer's expiry date, if used according to the directions on the label.

(3) If the manufacturer's expiry date states the month and year but not the date, the expiry date is the last day of the month indicated.

(4) Every registrant practising in a pharmacy is responsible for the protection from loss, theft or unlawful sale or dispensing of all Schedule I, II, and III drugs and controlled drug substances in or from the pharmacy.

(5) A registrant must not sell, dispense, dispose of or transfer a Schedule I drug except

(a) on the prescription or order of a practitioner,

(b) for an inventory transfer to a pharmacy by order of a registrant in accordance with the policies approved by the board,

(c) by return to the manufacturer or wholesaler of the drug, or

(d) by destruction, in accordance with the policies approved by the board.

(6) Drugs included in the controlled prescription program must not be sold or dispensed unless

(a) the registrant has received the prescription on the prescription form approved by both the board and the College of Physicians and Surgeons of British Columbia, and

(b) the prescription form is signed by the patient or the patient's representative upon receipt of the dispensed drug.

(6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so is permitted under a section 56 exemption to the *Controlled Drugs and Substances Act*. The pharmacy must receive the original prescription form from the practitioner as soon as reasonably possible.

(7) A new prescription from a practitioner is required each time a drug is dispensed, except for

(a) a part-fill,

(b) a prescription authorizing repeats,

(c) a full pharmacist-initiated renewal or adaptation, or

(d) an emergency supply for continuity of care.

(8) Subsection (6) does not apply to prescriptions written for

(a) residents of a facility or home subject to the requirements of the *Residential Care Facilities and Homes Standards of Practice*, or

(b) patients admitted to a hospital.

Drug Procurement/Inventory Management

20 (1) In this section:

"premises" means:

(a) a hospital as defined in the *Hospital Act*, or
(b) the building or part of the building, within which the pharmacy is located, and includes loading spaces and excludes other businesses in the building.

(2) A full pharmacist may authorize the purchase of Schedule I, II, or III drugs or controlled drug substances only from

(a) a wholesaler or manufacturer licensed to operate in Canada, or

(b) another pharmacy in accordance with the policies approved by the board.

(3) A registrant must record a transfer of drugs that occurs for any reason other than for the purpose of dispensing in accordance with a practitioner's prescription.

(4) All drug shipments must be delivered unopened to

(a) the pharmacy, or

(b) an area of the premises other than the pharmacy if the storage of the drug shipment is temporary, safe and secure.

(5) Non-usable and expired drugs must be stored in the pharmacy in an area separate from other pharmacy stock or drug products until final disposal.

(6) A full pharmacist must not purchase Schedule I, II and III drugs and controlled drug substances unless they are for sale or dispensing in or from a pharmacy.

Interchangeable Drugs

21 When acting under section 25.91 of the *Health Professions Act,* a full pharmacist must determine interchangeability of drugs by reference to Health Canada's Declaration of Equivalence, indicated by the identification of a Canadian Reference Product in a Notice of Compliance for a generic drug.

Returned Drugs

22 No registrant may accept for return to stock or reuse any drug previously dispensed except in accordance with section 11(3) of the *Residential Care Facilities and Homes*

Standards of Practice or section 5(2) of the *Hospital Pharmacy Standards of Practice.*

Records

23 (1) All prescriptions, patient records, invoices and documentation in respect of the purchase, receipt or transfer of Schedule I, II and III drugs and controlled drug substances must be retained for a period of not less than three years from the date

(a) a drug referred to in a prescription was last dispensed, or

(b) an invoice was received for pharmacy stock.

(2) Despite subsection (1), a registrant must not destroy prescriptions, patient records, invoices and documentation as described in subsection (1) until the completion of any audit or investigation for which the registrant has received notice.

(3) Registrants, support persons, managers, direct owners, and indirect owners must not, for commercial purposes, disclose or permit the disclosure of information or an abstract of information obtained from a prescription or patient record which would permit the identity of the patient or practitioner to be determined.

23.1 (1) All records required to be kept under bylaws of the College or other legislation that regulates the practice of pharmacy shall be readable, complete, filed systematically and maintained in a manner that is secure, auditable and allows for easy retrieval.

(2) Notwithstanding subsection (1), a prescription record that is valid must be retrievable immediately.

(3) For purposes of subsection (2):

(a) prescriptions for oral contraceptives are valid for a period of up to two years from the prescribing date; and

(b) prescriptions other than for oral contraceptives are valid for a period of up to one year from the prescribing date.

(4) With respect to prescriptions for drugs included in the controlled prescription program, the original prescription form must be retained, regardless of whether or not such prescription form has also been stored electronically.

(5) Prescriptions stored electronically must accurately reflect the original prescription, including the original colour composition of that prescription.

23.2 (1) A pharmacy manager must ensure that a policy is in place that:

(a) describes the pharmacy's records filing system, the records format and the method and system for storing records;

(b) is compliant with the sections 23.1, 23.2 and 23.3 requirements; and

(c) is readily accessible to and understood by pharmacy staff.

(2) With respect to electronic records, the policy must include a description of the process for the preservation, storage and backing up of records that is compliant with section 23.3 requirements.

23.3 (1) A pharmacy may maintain electronic records containing personal health information if the pharmacy has the equipment, software and systems necessary for the input, storage, use, protection and retrieval of records that are required to be kept under bylaws of the College or other legislation that regulates the practice of pharmacy.

(2) For purposes of subsection (1), the equipment, software and systems must:

(a) be capable of storing the electronic records for the periods required by applicable law;

(b) keep the records secure from unauthorized access, use, disclosure, modification and destruction;

(c) for audit purposes, be capable of uniquely identifying each time an electronic record is accessed and modified;

(d) be capable of restricting the functions that may be used by an authorized person;

(e) be capable of tracing alterations to records by identifying the original entry, the identity of the individual who made the alteration and the date of the alteration;

(f) be capable of searching and sorting electronic prescription records chronologically, and by drug name, drug strength, patient, prescriber, prescription number and transaction number;

(g) ensure that electronic records can be stored, backed up and recovered in accordance with subsection (3); and

(h) provide for a deliberate and auditable procedure to be carried out by the pharmacy manager or by an authorized person prior to the destruction of any electronic record that includes information identifying the pharmacy manager or authorized person who destroyed the record and the date, time and reason for its destruction.

(3) A pharmacy manager must ensure that electronic records are preserved and backed up at least once daily and that such electronically preserved and backed up records are stored:

(a) in a location resistant to environment perils including but not limited to fires and floods;

(b) so that they are secure from unauthorized access, use, modification, destruction and disclosure; and

(c) in a manner that would enable the backed up records, once restored, to be compliant with section 23.1(1) requirements.

(4) Notwithstanding subsections (1), (2) and (3), a pharmacy that presently stores electronic records has six months from the date this section comes into effect to bring itself into full compliance with the requirements of subsections (1), (2) and (3).

PART III – Community Pharmacies

Community Pharmacy's Manager – Quality Management

24 (1) A community pharmacy's manager must establish and maintain written quality management policies and procedures that

(a) ensure pharmacy staff, equipment, and facilities comply with all legislation, bylaws and policies applicable to the operation of a community pharmacy,

(b) include a process to monitor compliance with the quality management policies and procedures, and

(c) include a process for reporting, documenting and following up on known, alleged and suspected errors, incidents and discrepancies.

(2) If a community pharmacy is a central pharmacy, the quality management policies and procedures in subsection (1) must include all telepharmacies associated with the central pharmacy and must comply with the *Telepharmacy Standards of Practice.*

Community Pharmacy and Telepharmacy Premises

25 (1) In locations where a community pharmacy or telepharmacy does not comprise 100 per cent of the total area of the premises, the community pharmacy manager or the central pharmacy manager in the case of a telepharmacy, must ensure that

(a) the professional products area extends not more than 25 feet from the perimeter of the dispensary and is visually distinctive from the remaining areas of the premises by signage, and

(b) a sign reading "Medication Information" is clearly displayed to identify a consultation area or counter at which a member of the public can obtain a full pharmacist's advice.

(2) Subject to subsection (3), the dispensary area of a community pharmacy or a telepharmacy must

(a) be at least 160 square feet,

(b) be inaccessible to the public by means of gates or doors across all entrances,

(c) include a dispensing counter with at least 30 square feet of clear working space, in addition to service counters,

(d) contain adequate shelf and storage space that is clean and organized,

(e) contain a double stainless steel sink with hot and cold running water,

(f) contain an adequate stock of drugs to provide full dispensing services, and

(g) contain a refrigerator.

(3) A telepharmacy that was authorized by the registrar to provide pharmacy services as a telepharmacy remote site as of January 1, 2017 is exempt from the requirements in subsections (2)(a) and (c) until such time as it commences a renovation of all or part of the premises.

(4) In all new and renovated community pharmacies or telepharmacies, 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, or

(ii) a semiprivate area with suitable barriers.

Community Pharmacy and Telepharmacy Security

26 (1) A community pharmacy or telepharmacy must:

(a) keep Schedule IA drugs in a locked metal safe inside the dispensary that is secured in place and equipped with a time delay lock set at a minimum of five minutes;

(b) install and maintain a security camera system that:

(i) has date/time stamp images that are archived and available for no less than 30 days; and

(ii) is checked daily for proper operation; and

(c) install and maintain motion sensors in the dispensary.

(2) When no full pharmacist is present and the premises in which the pharmacy is located are accessible to non-registrants, the pharmacy must be secured as follows:

(a) if the premises in which the pharmacy is located are closed and accessible to non-registrant staff:

(i) the dispensary area must be secured by a monitored alarm; and

(ii) subject to subsection (2.1), Schedule I and II drugs, controlled drug substances and personal health information, are secured by physical barriers; or

(b) if the pharmacy is closed but other areas of the premises in which the pharmacy is located are open:

(i) the dispensary area must be secured by a monitored alarm;

(ii) subject to subsection (2.1), Schedule I, and II drugs, controlled drug substances and personal health information, are secured by physical barriers; and

(iii) Schedule III drugs are inaccessible to anyone other than full pharmacists, temporary pharmacists and pharmacy technicians.

(2.1) A community pharmacy or telepharmacy that exists on the date this provision comes into force and is not renovated during the period must comply with sections 26(2)(a)(ii) and (b)(ii) no later than three years after the date that provision comes into force.

(2.2) For the purposes of subsection (2), a full pharmacist is deemed to be present at a telepharmacy when he or she is engaged in direct supervision of the telepharmacy.

(3) Subject to subsection (5), a community pharmacy or a telepharmacy must clearly display at all external entrances that identify the premises as a pharmacy, and at the dispensary counter signage provided by the College.

(4) The manager, direct owner or indirect owner(s) of a community pharmacy or telepharmacy that does not stock IA drugs must complete a declaration attesting that Schedule IA drugs are never stocked on the premises.

(5) A pharmacy that is never open to the public and has no external signage identifying it as a pharmacy is exempt from the requirements in subsection (3).

Permitted Activities of a Community Pharmacy without a Full Pharmacist Present

27 (1) Except as provided in subsection (2), a community pharmacy must not operate unless a full pharmacist is present.

(2) A community pharmacy may carry on the activities set out in subsection (3) without a full pharmacist present only if:

(a) the registrar is notified of the hours during which a full pharmacist is not present;

(b) the pharmacy is secured in accordance with section 26(2); and

(c) the hours when a full pharmacist is on duty are posted.

(3) Subject to subsection (2) if a full pharmacist is not present, only the following activities may be carried out:

(a) pharmacy technicians may access the dispensary to perform activities outlined in section 4 of the *Community Pharmacy Standards of Practice*, that do not require pharmacist supervision, except if any such activity involves patient interaction; and

(b) receive drug shipments under section 20(4).

(3) Nothing contained in this section relieves a pharmacy manager of their responsibilities under section 18(2)(a).

Outsource Prescription Processing

28 (1) A community pharmacy may outsource prescription processing if

(a) all locations involved in the outsourcing are community pharmacies,

(b) all prescriptions dispensed are labeled and include an identifiable code that provides a complete audit trail for the dispensed drug, and

(c) a notice is posted informing patients that the preparation of their prescriptions may be outsourced to another pharmacy.

(2) The manager of an outsourcing community pharmacy must ensure that all applicable standards of practice are met in processing prescriptions at all locations involved in the outsourcing.

(3) In this section, “community pharmacy” includes a hospital pharmacy.

PART IV – Hospital Pharmacies

Hospital Pharmacy’s Manager – Quality Management

29 (1) A hospital pharmacy’s manager must establish and maintain written quality management policies and procedures that

(a) ensure pharmacy staff, equipment, and facilities comply with all legislation, bylaws and policies applicable to the operation of a hospital pharmacy,

(b) include a process to monitor compliance with the quality management policies and procedures,

(c) include a process for reporting, documenting and following up on known, alleged and suspected errors, incidents and discrepancies,

(d) document periodic audits of the drug distribution process,

(e) include a process to review patient-oriented recommendations,

(f) include a process that reviews a full pharmacist's documentation notes in the hospital's medical records,

(g) include a process to evaluate drug use, and

(h) regularly update policies and procedures for drug use control and patient-oriented pharmacy services in collaboration with the medical and nursing staff and appropriate committees.

(2) If sample drugs are used within a hospital, the hospital pharmacy's manager must ensure that the pharmacy oversees the procurement, storage and distribution of all sample drugs.

After Hours Service

30 (1) If continuous pharmacy services are not provided in a hospital, the hospital pharmacy's manager must ensure that urgently needed drugs and patient-oriented pharmacy services are available at all times by

(a) providing a cabinet which must

(i) be a locked cabinet or other secure enclosure located outside of the hospital pharmacy, to which only authorized persons may obtain access,

(ii) be stocked with a minimum supply of drugs most commonly required for urgent use,

(iii) not contain controlled drug substances unless they are provided by an automated dispensing system,

(iv) contain drugs that are packaged to ensure integrity of the drug and labeled with the drug name, strength, quantity, expiry date and lot number, and

(v) include a log in which drug withdrawals are documented, and

(b) arranging for a full pharmacist to be available for consultation on an on-call basis.

(2) When a hospital pharmacy or hospital pharmacy satellite is closed, the premises must be equipped with a security system that will detect unauthorized entry.

PART V – Telepharmacies

Telepharmacy Operation

31 (1) A telepharmacy must not remain open and prescriptions must not be dispensed

without a full pharmacist physically present on duty at the telepharmacy, unless

(a) a full pharmacist at the central pharmacy is engaged in direct supervision of the telepharmacy in accordance with the *Telepharmacy Standards of Practice*, and

(b) subject to subsection (2), a pharmacy technician is physically present on duty at the telepharmacy.

(2) A telepharmacy located at an address listed in Schedule "G" is exempt from the requirements in subsection (1)(b).

(3) A telepharmacy must have a security system that prevents the public and non-pharmacy staff from accessing the professional services area and the dispensary area, including any area where personal health information is stored.

(4) Prescriptions and labels relating to prescriptions dispensed at a telepharmacy must identify the prescription as having been dispensed at that telepharmacy.

(4.1) Prescriptions and labels relating to prescriptions dispensed at a pharmacy listed in Schedule "F" must distinguish between those dispensed when it is operating as a telepharmacy from when it is operating as a community pharmacy.

(5) The manager of a central pharmacy, or a full pharmacist designated by the manager, must

(a) inspect and audit its telepharmacy at least 4 times each year, at intervals of not less than 2 months,

(b) record each inspection and audit in the prescribed form, and

(c) provide the inspection and audit records to the registrar immediately upon request.

(6) A telepharmacy located at an address listed in Schedule "G" must perform a monthly count of narcotics at the telepharmacy and retain a record of each monthly count signed by the supervising pharmacist for three years at both the central pharmacy and the telepharmacy location, and provide the signed record to the registrar immediately upon request.

(7) A telepharmacy must not continue to provide pharmacy services for more than 30 days after

(a) its location ceases to be a rural and remote community,

(b) a community pharmacy is established within the community, or

(c) a community pharmacy is established within 25 kilometers of the location of the telepharmacy.

(8) In accordance with sections 18(2)(c) and (d), a telepharmacy must have policies and procedures on site that outline the methods for ensuring the safe and

effective distribution of pharmacy products and delivery of pharmaceutical care by the telepharmacy.

(9) All transactions in PharmaNet must be distinguishable between the central pharmacy and telepharmacy.

PART VI – PharmaNet

Application of Part

32 This Part applies to every pharmacy that connects to PharmaNet.

Definitions

33 In this Part:

"patient record" means the patient record described in section 11(2) of the *Community Pharmacy Standards of Practice* and in the *British Columbia Professional and Software Conformance Standards, Electronic Health Information Exchange* as the "patient record (pharmacy)".

"**PharmaNet**" means "PharmaNet" as defined in section 1 of the *Information Management Regulation*, B.C. Reg. 74/2015;

Operation of PharmaNet

34 A pharmacy must connect to PharmaNet.

Data Collection, Transmission of and Access to PharmaNet Data

35 (1) A registrant must enter the prescription information and record it in PharmaNet at the time of dispensing and keep the patient record current.

(2) A registrant may collect and record patient information in PharmaNet, or access, use and disclose a patient's PharmaNet record only for the purposes of:

(a) dispensing a drug;

(b) providing patient consultation;

(c) evaluating a patient's drug usage;

(d) claims adjudication and payment by an insurer; or

(e) providing pharmacy services to, or facilitating the care of, the individual whose personal information is being collected, accessed, used or disclosed.

(3) A registrant must revise information in PharmaNet pertaining to corrected billings for prescriptions billed to the patient or a payment agency other than PharmaCare and record the reason for the revision within 120 days of the original entry in PharmaNet.

(4) A registrant must reverse information in PharmaNet, for any drug that is not released to the patient or the patient's representative, and record the reason for

the reversal no later than 30 days from the date of the original entry of the prescription information in PharmaNet.

(5) If a registrant is unable to comply with the deadlines in subsection (3) or (4), he or she must provide the information required to make the correction to the Ministry of Health as soon as possible thereafter.

PART VII – Confidentiality

Confidentiality

36 A registrant must take reasonable steps to confirm the identity of a patient, patient's representative, registrant or practitioner before providing any pharmacy service that requires accessing, using or disclosing of patient personal health information.

PART VIII – College

Forms

37 The registrar may establish forms for the purposes of the *Act*.

Use, Disclosure and Retention of Criminal Record History Information

38 (1) The College may disclose criminal record history information only for the purpose of licensing pharmacies or for the purpose of regulating registrants (including for the discipline of registrants).

(2) The College must retain criminal record history information only for so long as is permitted by the applicable College records retention and disposal provisions established by the College.

SCHEDULE OF AMENDMENTS

The bylaws of the College of Pharmacists of British Columbia made under the authority of the *Pharmacy Operations and Drug Scheduling Act* are amended to comply with the Health Canada Subsection 56(1) Class Exemption for Patients, Practitioners and Pharmacists Prescribing and Providing Controlled Substances in Canada during the Coronavirus Pandemic, as follows:

1. The following new section has been added after section 19(6):

19. (6.1) Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so is permitted under a section 56 exemption to the *Controlled Drugs and Substances Act*. The pharmacy must receive the original prescription form from the practitioner as soon as reasonably possible.

College of Pharmacists
of British Columbia

Professional Practice Policy #66

Policy Guide

Buprenorphine/Naloxone Maintenance Treatment (2018)

Buprenorphine/Naloxone Maintenance Treatment Policy Guide

All pharmacy managers, staff pharmacists, relief pharmacists and pharmacy technicians employed in a community pharmacy that provides pharmacy services related to buprenorphine/naloxone maintenance treatment (BMT) must know and apply the principles and guidelines outlined here in the College of Pharmacists of BC (CPBC) *Buprenorphine/Naloxone Maintenance Treatment Policy Guide (2018)* and all subsequent revisions.

1.0 Administration

1.1 Pharmacy Operating Hours

Principle 1.1.1 The pharmacy hours of service must be consistent with the dosing requirements of your patient.

Guideline: When a pharmacy accepts a patient who requires daily dispense (i.e., 7 days per week) the pharmacy hours of service need to accommodate this dosing requirement. A pharmacist does not have the independent authority to adapt a prescription for buprenorphine/naloxone maintenance treatment from 'daily dispense' to a 'take-home' dose.

1.2 General Guidance for Pharmacy Professionals

Principle 1.2.1 Provide patient education on how to properly take buprenorphine/naloxone tablets.

Guideline: For example you may instruct the patient to place and hold the tablet(s) under their tongue until it fully dissolves, this may take up to 10 minutes. Avoid swallowing, talking, eating, drinking, and smoking.

Principle 1.2.2 Advise patients to talk to their prescriber and pharmacist about any continuing withdrawal symptoms, cravings, and/or non-medical opioid use. Educate on risks of precipitated withdrawal during buprenorphine/naloxone induction. Educate patients on the inclusion of naloxone in buprenorphine/naloxone formulations and its purpose to deter use in a manner not intended as prescribed.

Principle 1.2.3 Refer colleagues, prescribers, and clinical staff who are unfamiliar with the most recent version of the British Columbia Centre on Substance Use (BCCSU) *A Guideline for the Clinical Management of Opioid Use Disorder*. Recommend completion of online training through the University of British Columbia, Faculty of Medicine Continuing Professional Development's *Provincial Opioid Addiction Treatment Support Program*.

2.0 Receiving Buprenorphine/Naloxone Prescriptions

2.1 Controlled Prescription Program Forms - Overview

Principle 2.1.1 Buprenorphine/naloxone prescriptions can only be accepted when written using an original Controlled Prescription Program form. When accepting buprenorphine/naloxone prescriptions, the pharmacist must ensure that the Controlled Prescription Program form is completed by the prescriber as outlined in the Controlled Prescription Program.

Principle 2.1.2 Buprenorphine/naloxone prescriptions may only be received by facsimile if in accordance with section 7(3) of the *Health Professions Act* Bylaws Schedule F, Part 1 - *Community Pharmacy Standards of Practice*. Verbal prescriptions for buprenorphine/naloxone maintenance treatment may be accepted where permitted under a section 56 exemption to the *Controlled Drugs and Substances Act* in accordance with section 19(6.1) of the bylaws to the *Pharmacy Operations and Drug Scheduling Act*.

3.0 Processing (Dispensing) Buprenorphine/Naloxone Prescriptions

3.1 Accepting a Prescription

Principle 3.1.1 Buprenorphine/naloxone for maintenance must be dispensed to patients as an approved, commercially available formulation.

Guideline: Buprenorphine/naloxone is currently available in multiple strengths of sublingual formulations. Tablets can be halved and/or combined to achieve target doses.

Principle 3.1.2 Pharmacists and pharmacy technicians (working within their scope) must review the prescription to ensure that the specific needs of the patient can be accommodated by the pharmacy.

Guideline: Each prescription should be reviewed in detail in consultation with the patient to ensure that the patient's specific needs can be accommodated. For example:

- Evaluate the end date of the prescription to ensure that the authorization for dispensing does not end on a day when the patient will not be able to see a prescriber for a new prescription (e.g., weekends and holidays).
- Review the prescription directions to determine the dosing schedule (daily dispense, take-home doses), including the specific days of the week for each dose or take-home doses, to confirm that the pharmacy operating hours match the dosing schedule.

3.2 Assessment of a Prescription

Principle 3.2.1 Should a patient present a prescription for a mood altering drug, including benzodiazepines and opioids, or if the pharmacist discovers that a mood altering drug is also being prescribed to the patient in their review of the PharmaNet patient record, they must contact both the prescriber of buprenorphine/naloxone and, if different, the prescriber of the mood altering drug, prior to dispensing the medication. The pharmacist must document the outcome of the consultation(s) with the prescriber(s) and include it with the original prescription. The purpose of the consultation is to ensure the prescriber(s) are aware that the patient is currently on the buprenorphine/naloxone maintenance program.

Guideline: Mood altering drugs, including benzodiazepines and opioids, should not be prescribed to patients on the buprenorphine/naloxone maintenance program. Co-ingestion of buprenorphine/naloxone with alcohol or benzodiazepines is contraindicated, as combined effects can potentially result in fatal respiratory depression.

4.0 Releasing Buprenorphine/Naloxone Prescriptions

4.1 Releasing a Prescription

Principle 4.1.1 A pharmacist must be present to release the buprenorphine/naloxone prescription to a patient. This function cannot be delegated to a pharmacy technician or any other pharmacy support staff.

Principle 4.1.2 Prior to releasing a buprenorphine/naloxone prescription the pharmacist must assess the patient to ensure that the patient is not intoxicated, including by centrally-acting sedatives and/or stimulants or in any other acute clinical condition that would increase the risk of an adverse event. If the pharmacist believes that it is not safe for the patient to receive their prescription they must consult with the prescriber and document the outcome of the dialogue and include it with the original prescription.

Guideline: Assess patients for symptoms such as slurred speech, ataxia, drowsiness, alcohol smell or unusual behaviour. It is important for the pharmacist to be familiar with each patient's usual behaviour in order to be able to detect significant deviations.

Principle 4.1.3 Prior to releasing a buprenorphine/naloxone prescription, the patient and pharmacist must acknowledge receipt by signing a patient/prescription-specific log. Every part-fill dispensed must be accounted for. The patient/prescription specific log must be included with the original Controlled Prescription Program form. Once complete, it must be filed sequentially by the first prescription or transaction number assigned to the prescription. The pharmacist must be able to review every part-fill dispensed as a complete history on one document.

Guideline: The sample *Buprenorphine/Naloxone Part-Fill Accountability Log* (Appendix 1) can be used for this purpose.

Neither the pharmacist nor the patient is permitted to pre-sign for future doses or backdate signing.

College of Pharmacists of British Columbia

Principle 4.1.4 If a prescriber orders the buprenorphine/naloxone for daily dispense, the pharmacist is not required to observe the patient ingesting the dose. If the prescriber's intentions regarding witnessing are unclear, the pharmacist must consult with the prescriber to clarify, and the outcome of this consultation must be documented and included with the original prescription.

Guideline: If the prescription states daily dispense, the patient may ingest the dose without pharmacist observation.

Patients should be given instructions on how to take the dose. For example you may instruct the patient to place and hold the tablet(s) under their tongue until it fully dissolves, this may take up to 10 minutes. The patient should avoid swallowing, talking, eating, drinking, and smoking.

Principle 4.1.5 If a prescriber orders the buprenorphine/naloxone to be dispensed as a 'Daily Witnessed Ingestion' or 'DWI', the pharmacist must directly observe the patient placing the medication under the tongue. If the prescriber's intentions regarding witnessing are unclear, the pharmacist must consult with the prescriber to clarify, and the outcome of this consultation must be documented and included with the original prescription.

Guideline: Patients should be given instructions on how to take the dose. For example you may instruct the patient to place and hold the tablet(s) under their tongue until it fully dissolves - this may take up to 10 minutes. The patient should avoid swallowing, talking, eating, drinking, and smoking.

The patient is not required to remain in the pharmacy once the pharmacist has directly observed the patient placing the medication under the tongue.

Principle 4.1.6 If take home doses (carries) are prescribed, the first dose does not need to be witnessed, unless ordered by the prescriber. The subsequent take-home doses must be dispensed in child-resistant containers with an explicit warning label indicating that the amount of drug in the container could cause serious harm or toxicity if taken by someone other than the patient. If a pharmacist determines that due to a specific patient circumstance a non-child-resistant container will be used for take-home doses, it must be documented on the patient record.

Guideline: The decision to authorize take-home doses can only be made by the prescriber. However, should a pharmacist believe that a patient is or is not ready to manage take-home doses they should discuss their recommendations or concerns with the prescriber.

Compliance packaging (e.g., blister packaging, pouch packs) may be ordered by the prescriber to discourage diversion and allow for better monitoring during medication call-backs. In these cases, the pharmacy must still ensure that the medications are provided in child-resistant packaging.

Patients should be reminded that buprenorphine/naloxone should be stored out of the reach of children, preferably in a locked cupboard or small lock box.

5.0 Responding to Buprenorphine/Naloxone Dosing Issues

5.1 Missed Doses

Principle 5.1.1 Any buprenorphine/naloxone prescription that has been processed and prepared but is not consumed or picked up by the patient on the prescribed day is considered cancelled and must be reversed on PharmaNet **before the end of the business day**.

Guideline: It is imperative that the PharmaNet patient record reflects accurate and current information in terms of consumed and picked-up buprenorphine/naloxone doses as other healthcare practitioners rely on this information in making treatment decisions.

Principle 5.1.2 If a patient misses a dose, they cannot receive the missed dose at a later date.

Principle 5.1.3 The pharmacist must notify the prescriber of any missed doses before the next scheduled release of medication. The notification document must be retained and filed with the prescription consistent with filing retention requirements.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for this purpose.

Principle 5.1.4 If a patient misses 6 or more consecutive days, the prescription must be cancelled.

Guideline: The pharmacist should advise the patient to see the prescriber for a new prescription, as dose adjustment and re-stabilization may be required.

For more information, refer to the BCCSU *A Guideline for the Clinical Management of Opioid Use Disorder* - Appendix 2: Induction and Dosing Guidelines for Buprenorphine/Naloxone.

5.2 Partial Consumption of Doses

Principle 5.2.1 If a patient declines or is unable to consume their full dose, the pharmacist must respect the patient's choice. The unconsumed portion cannot be given as a take-home dose. The patient's partial consumption of a dose and their reason(s) for it must be documented and reported to the prescriber. All patient documentation including the patient-prescription specific log and PharmaNet record must accurately reflect the actual dose consumed by the patient.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for the documentation and communication.

The *Buprenorphine/Naloxone Part-Fill Accountability Log* (Appendix 1) can be used for the Part-Fill Accountability Log.

5.3 Lost or Stolen Doses

Principle 5.3.1 If a patient reports that their take-home dose(s) have been lost, stolen or misplaced, a replacement dose(s) cannot be provided. The pharmacist must notify and consult with the prescriber. If the prescriber chooses to authorize a replacement dose, a new original Controlled Prescription Program form must be received by the pharmacy.

5.4 Tapering

Principle 5.4.1 If a patient has decided to initiate a self-tapering regimen by decreasing their daily dose consumption, the pharmacist must record the dose consumed on the patient/prescription specific log (refer to Principle 4.1.3), record the actual dose consumed on the patient's PharmaNet record and notify the prescriber.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for the purpose of notifying the prescriber.

Appendix 1

Buprenorphine/Naloxone Part-Fill Accountability Log

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

✂ ----------

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

Appendix 2

Pharmacist – Prescriber Communication

Date:_____ Patient Name:_____

To (Prescriber):_____ Patient PHN:_____

Fax: _____ Prescription Form Folio Number:_____

From (Pharmacy):_____ Pharmacy Fax:_____

Pharmacist:_____ Pharmacy Telephone:_____

For Prescriber's Information and Patient Records

- ❑ This patient missed their buprenorphine/naloxone dose on _____(date).
- ❑ This patient did not take their full daily dose today _____ (date) and consumed only ____ mg of the ____ mg prescribed dose.
- ❑ This patient's dose has been held due to _____ (reason and date).
- ❑ This patient lost or had their dose(s) stolen _____(dates).
- ❑ This patient's prescription has been cancelled due to _____(number of missed doses).

Additional Information

You May Attach Controlled Prescription Program Form.

College of Pharmacists of British Columbia

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of British Columbia

Professional Practice Policy #66

Policy Guide

Methadone Maintenance Treatment (2013)

Forward

Opioid dependence is a health concern with implications for the individual patient as well as the public. Methadone maintenance treatment is recognized internationally as among the most effective treatments for opioid use disorder (OUD). Addiction treatment experts recommend that methadone treatment for OUD be delivered with a maintenance-oriented, rather than abstinence-oriented, philosophy. This approach acknowledges OUD as a chronic disease.

Many studies, conducted over several decades in different countries, have clearly demonstrated that the effective delivery of methadone maintenance treatment reduces non-medical opioid use, other problematic substance use, criminal activity, mortality, injection-related risks and transmission of blood-borne disease. Additional positive results are improvement in physical and mental health, social functioning, quality of living and pregnancy outcomes.

Methadone, a long-acting, orally effective opioid, is used as a substitute for heroin or other narcotics when treating opioid dependence. Methadone eliminates withdrawal from and reduces cravings for, opioids. Methadone does not produce euphoria, and it blocks the euphoric effects of other opioids. When used in the treatment of opioid dependence, a single oral dose of methadone is effective for at least 24 hours. Eventual withdrawal from methadone is not necessarily the goal of the program, although some individuals may work with their physician and pharmacist to decrease their dose and eventually stop using methadone.

Methadone prescribing is controlled by both federal and provincial legislation, as well as administrative procedures and guidelines.

Registered pharmacists are permitted to purchase and dispense methadone without federal exemption. However, the College of Pharmacists of BC (CPBC) *Professional Practice Policy (PPP-66) – Opioid Agonist Treatment* requires that the pharmacy manager and all staff pharmacists employed in a community pharmacy that provides services related to methadone maintenance treatment complete the *CPBC Methadone Maintenance* Treatment (MMT) or the British Columbia Pharmacy Association's (BCPhA) *Opioid Agonist Treatment Compliance and Management Program for Pharmacy* (OAT-CAMPP) training program, and any subsequent updates. You must log into eServices to complete the "*Declaration of Completion and Understanding*" prior to providing methadone maintenance treatment services.

How to Use This Guide

This Policy Guide (the Guide) is a companion to *Professional Practice Policy (PPP-66) –Opioid Agonist Treatment* (Appendix 1). The intention of the *Guide* is to provide pharmacists with further detail and clarity (including practical examples) to assist in the implementation of the policy into practice to ensure consistency in the safe and effective delivery of methadone maintenance treatment services.

As always the expectation is that pharmacists will practice in compliance with their legislative requirements, including the principles outlined in this *Guide*. It is understood however that pharmacy practice is not always 'black and white' and when navigating the 'grey' pharmacists must use sound professional judgment, ensuring that their decisions are made in the best interest of the patient and with appropriate collaboration, notification and most importantly, documentation.

The *Guide* is to be read in conjunction with completion of the mandatory training session. Information regarding the mandatory sessions can be found on the CPBC website at **www. bcpharmacists.org.**

Note:
This document is not intended to cover all possible practice scenarios.

Declaration

After completing the mandatory training program, and subsequently reading this *Guide*, pharmacists must log into eServices to complete the '*Declaration of Completion and Understanding*'.

Acknowledgement

The development of this *Guide* involved a collaborative and consultative process with input and feedback gathered from a volunteer group of dedicated community pharmacists currently engaged, in varying capacities, in the delivery of methadone maintenance treatment services.

The group was comprised of both frontline pharmacists and pharmacy managers and represented a cross-section of practice types (independent to large chain retailers) and practice settings including pharmacies located in Vancouver's Downtown Eastside whose primary focus is on the provision of methadone maintenance treatment.

Feedback was also solicited from other stakeholder groups including; the Ministry of Health Services, the College of Physicians and Surgeons of BC, the BCPhA, the City of Vancouver, patient advocacy groups Vancouver Area Network of Drug Users (VANDU), and the BC Association for People on Methadone (BCAPOM).

The College of Pharmacists of BC would like to sincerely thank each of these individuals and organizations for their invaluable feedback in the creation of this significant resource for pharmacists.

Feedback

Questions and comments about this *Guide* are welcome and can be sent to:
College of Pharmacists of British Columbia Telephone: 604-733-2440 or 800-663-1940

200 – 1765 West 8th Avenue Facsimile: 604-733-2493 or 800-377-8129
Vancouver, BC V6J 5C6 E-mail: practicesupport@bcpharmacists.org
Web site: www.bcpharmacists.org

Methadone Maintenance Treatment Policy Guide

In accordance with *Professional Practice Policy (PPP-66) – Opioid Agonist Treatment* (Appendix 1), all pharmacy managers, staff pharmacists, relief pharmacists and pharmacy technicians employed in a community pharmacy that provides pharmacy services related to methadone maintenance treatment must know and apply the principles and guidelines outlined here in the CPBC *Methadone Maintenance Treatment Policy Guide (2013)* and all subsequent revisions. The responsibility of pharmacy technicians in the dispensing of MMT is consistent with their scope of practice outlined in the *Health Professions Act* (HPA) Bylaws Schedule F Part 1 section 4.

1.0 Administration

1.1 Pharmacy Operating Hours

Principle 1.1.1 The pharmacy hours of service must be consistent with the supervised dosing requirements of your patient.

Guideline: When a pharmacy accepts a patient who requires daily witness ingestion (i.e., 7 days per week) the pharmacy hours of service must accommodate this dosing requirement. A pharmacist does not have the independent authority to adapt a prescription for methadone maintenance treatment from 'daily witness' to a 'take-home' dose.

1.2 Privacy and Confidentiality – Premise

Principle 1.2.1 All pharmacies offering methadone maintenance treatment must be in compliance with all relevant legislation pertaining to the structure of the licensed premise with particular attention given to ensuring there is sufficient space to accommodate patients waiting for witnessed ingestion and/or take home methadone doses while simultaneously maintaining privacy for pharmacist-patient consultation.

Guideline: It may be appropriate to establish a staggered schedule for regular patients requiring witnessed ingestion to ensure that there is adequate space within the pharmacy to accommodate patients who are waiting and ensure privacy of pharmacist-patient consultation.

1.3 Security – Premise

Principle 1.3.1 All pharmacies offering methadone maintenance treatment must ensure that their pharmacy is in compliance with all relevant legislation pertaining to pharmacy security requirements including those outlined in *Professional Practice Policy (PPP-74) – Community Pharmacy and Telepharmacy Security*.

2.0 Receiving Methadone Prescriptions

2.1 Controlled Prescription Program Forms – Overview

Principle 2.1.1 Methadone maintenance prescriptions can only be accepted when written using an original approved Controlled Prescription Program form. Verbal prescriptions for methadone maintenance treatment may be accepted where permitted under a section 56 exemption to the *Controlled Drugs and Substances Act* in accordance with section 19(6.1) of the bylaws to the *Pharmacy Operations and Drug Scheduling Act*.

Guideline: When accepting a methadone maintenance prescription written on the Methadone Maintenance Controlled Prescription form, a pharmacist must ensure that the form is completed by the prescriber as outlined in the *Methadone Maintenance Controlled Prescription Form Guidelines* (Appendix 3).

Principle 2.1.2 The pharmacist must ensure that the patient, as well as themselves, sign the form, in the space indicated on the bottom of the form.

Principle 2.1.3 Faxed Controlled Prescription Program forms are not acceptable unless under extenuating circumstances where the prescriber has determined, following consultation with the pharmacist, that the urgency of the situation warrants it, or in accordance with section 7(3) of the *Health Professions Act* Bylaws Schedule F, Part 1 - *Community Pharmacy Standards of Practice*.

Guideline: In such cases the pharmacy, prior to dispensing the medication, must receive, in addition to a fax of an approved Controlled Prescription

Program form, written confirmation (fax acceptable) signed by the prescriber that briefly describes the emergency situation and guarantees the delivery of the original approved Controlled Prescription Program form to the pharmacy the next business day or as soon as possible when the prescriber is not available.

The faxed approved Controlled Prescription Program form and related documentation, as described in Appendix 4, must be attached to the original Controlled Prescription Program form once received.

Note: The *Emergency Fax Controlled Prescription Program Form Documentation* (Appendix 4) can be used for this purpose.

Principle 2.1.4 In an effort to maximize the effectiveness of the methadone maintenance treatment program, the pharmacist may find it beneficial to engage in a specific dialogue with the patient, either when they initiate treatment or at various times throughout treatment, that clearly outlines the expectations of both the patient and the pharmacist.

Guideline: The *Methadone Maintenance Treatment Expectation Form* (Appendix 5) can be used for this purpose.

Principle 2.1.5 In the rare circumstance (disruptive or threatening behavior or verbal or physical abuse) where a pharmacist finds that they must terminate the pharmacist-patient relationship, reasonable notice must be provided to the patient to ensure their continuity of care.

Guideline: It is important to remember that the decision to terminate a pharmacist-patient relationship is a serious one and must be made with due consideration and based on appropriate rationale. It is unethical for a pharmacist to terminate the pharmacist-patient relationship or refuse to treat a patient on morally irrelevant grounds. The pharmacist's decision should be documented and retained in the patient record.

2.2 Controlled Prescription Program Forms – Alterations

Principle 2.2.1 Alterations to the approved Controlled Prescription Program form are the exception to the rule and should not be normal practice as they increase the likelihood of errors and drug diversion and put the public at risk. In the rare circumstance when an alteration is necessary to ensure the continuity of care pharmacists must always use due diligence to ensure authenticity and accuracy of the prescription.

Guideline:
Alterations completed at the prescriber's office: Alterations are only permitted on the sections of the form that the prescriber completes provided that the prescriber has initialed the alteration. Alterations are not permitted to the pre-printed sections of the form.

Alterations completed at the pharmacy: Pharmacists do not have independent authority to make any alterations or changes to the approved Controlled Prescription Program form. Any required or requested change(s) must be patient-specific and authorized by the patient's prescriber through direct consultation with the pharmacist. Any prescriber-authorized changes must be confirmed in writing, signed by the prescriber, received by the pharmacy (fax is acceptable) prior to dispensing the medication whenever possible and attached and filed with the original prescription.

Note: The *Pharmacist-Prescriber Communication Form* (Appendix 4) can be used for this purpose.

2.3 Out-of-Province Prescriptions

Principle 2.3.1 Pharmacists are permitted to dispense methadone prescriptions from prescribers in provinces other than BC.

Guideline: If there are any doubts regarding the authenticity of the out-of-province prescription, the pharmacist must contact the out-of-province prescriber to confirm the legitimacy of the prescription. When satisfied that the prescription is authentic, the pharmacist can dispense and process the prescription in the same manner as other prescriptions from out-of-province prescribers.

Note: It's important to realize that not all provinces are required to use Controlled Prescription Program forms.

3.0 Processing (Dispensing) Methadone Prescriptions

3.1 Accepting a Prescription

Principle 3.1.1 Methadone for maintenance must be dispensed to patients in a concentration of 10 mg/ ml.

Guideline: Only commercially available 10 mg/ml oral preparations are permitted for use.

Principle 3.1.2 Positive identification is required for all patients presenting a prescription for the first time, and reasonable steps to positively identify the patient must be taken prior to dispensing any subsequent prescriptions.

Guideline: The CPBC *Professional Practice Policy (PPP-54) – Identifying Patients and Patient Representatives in Community Pharmacy and Telepharmacy Settings* provides guidance for registrants on taking reasonable steps to confirm the identity of patient. The prescriber may be contacted to assist with verifying the patient's identity, if necessary.

Principle 3.1.3 Pharmacists and pharmacy technicians must review the prescription to ensure that it is completed by the prescriber as outlined in the Controlled Prescription Program, and that the directions for use appropriately meet the specific needs of the patient and can be accommodated by the pharmacy. If the prescription is written using the Methadone Maintenance Controlled Prescription Form, it should be completed by the prescriber as outlined in the *Methadone Maintenance Controlled Prescription Form Guidelines* (Appendix 3).

Guideline: Each prescription must be reviewed in detail in consultation with, and consideration given to the specific needs of, the patient. The following list is a sample only:

- Evaluate the end date of the prescription to ensure that the authorization for dispensing does not end on a weekend when the patient will not be able to see a prescriber for a new prescription.
- Review the prescription directions to determine the dosing schedule (daily witnessed ingestion, divided dose, take-home doses), including the specific days of the week for each witnessed dose or take-home doses, to confirm that the pharmacy operating hours match the dosing schedule.
- Confirm that stamped or preprinted sticker directions do not conflict with written directions.

Any ambiguous or conflicting information identified must be clarified with the prescriber. Should an alteration or change to the prescription be required, it must be done in compliance with the Principles and Guidelines outlined in section 2.2.

3.2 Assessment of a Prescription

Principle 3.2.1 Pharmacists and pharmacy technicians must correctly identify the product as prescribed 'for pain' or 'for opioid use disorder' by using the appropriate Drug Identification Number (DIN) or Product Identification Number (PIN) to ensure patient safety and accurate PharmaNet patient records.

Principle 3.2.2 As with all medications a pharmacist **must** review each individual PharmaNet patient record, as stated in *HPA Bylaws* (Schedule F Part 1), and resolve any drug-related problems prior to dispensing any methadone prescription. This step is particularly critical for methadone prescriptions as the automated drug usage evaluation (DUE) built into the PharmaNet system does not include methadone. Pharmacists providing methadone maintenance treatment must therefore ensure they maintain their knowledge with respect to potential drug interactions related to methadone. General information in this regard can be found in Appendix 7.

Guideline: A PharmaNet patient record review must be completed for all prescriptions, including those patients obtaining their prescription on a daily basis or those long-term patients whom the pharmacist may know well.

Principle 3.2.3 Mood altering drugs, including benzodiazepines and narcotics, are not generally prescribed to patients on the methadone maintenance program. Should a patient present a prescription for a mood altering drug or if the pharmacist discovers that a mood altering drug is also being prescribed to the patient in their review of the PharmaNet patient record, they must contact both the prescriber of methadone and, if different, the prescriber of the mood altering drug, prior to dispensing the medication. The purpose of the consultation is to ensure the prescriber(s) are aware that the patient is currently on the methadone maintenance program.

Guideline: The pharmacist should document the outcome of the consultation(s) with the prescriber(s) and attach it to the original prescription.

Principle 3.2.4 The 'sig field' on the prescription label must include the start and end dates of the original current prescription.

Principle 3.2.5 As required by *HPA Bylaws* Schedule F Part 1 the 'dispensing date' on the prescription label must accurately reflect the actual date dispensed on the PharmaNet system.

3.3 Preparing Methadone Prescriptions

Principle 3.3.1 Methadone doses must be accurately measured in a calibrated device that minimizes the error rate to no greater than 0.1 ml.

Guideline: All devices used to measure the methadone 10 mg/ml solutions should be distinctive and recognizable and must be used only to measure methadone solutions. Devices must be labeled with a 'methadone only' label and a 'poison' auxiliary label with the international symbol of the skull and cross bones.

Principle 3.3.2 Reconciliation procedures must be conducted in accordance with *Professional Practice Policy (PPP-65) – Narcotic Counts and Reconciliations*.

Guideline: Reconciliation means the quantity of methadone on hand must equal the quantity received minus the quantity dispensed over a specific period of time.

3.4 Loss or Theft and Disposal of Methadone

Principle 3.4.1 The *Narcotic Control Regulations* require that pharmacists report the loss or theft of controlled drugs and substances to the Office of Controlled Substances, Health Canada within 10 days of the discovery of the loss or theft. In the event of a loss or theft the pharmacy should also notify the CPBC within 24 hours.

Guideline: The form for reporting loss or theft of narcotics can be found on the CPBC website www.bcpharmcists.org under *Resources.*

Principle 3.4.2 Methadone, like any other narcotic or controlled drug, can only be disposed of with authorization from Health Canada and after being rendered unusable.

Guideline: To receive authorization to dispose of methadone the pharmacist must submit a written *Authorization to Destroy for Expired Narcotic and Controlled Drugs* to the Office of Controlled Substances, Health Canada.

An acceptable method of rendering methadone unusable is to place the product in a leak-proof container or plastic bag and add kitty litter until the mixture is almost solid.

Once the required authorization is received from Health Canada the pharmacist must record the amount of product to be disposed of, having a second healthcare professional sign for the disposal, and place the now rendered unusable product in the pharmacy's medication return container.

3.5 Methadone in Tablet Form for Air Travel

Principle 3.5.1 Hand luggage restrictions governing the transportation of fluids in air travel may be problematic for patients and in certain circumstances may necessitate the prescription of methadone in tablet form. Only commercially available methadone in tablet form may be dispensed. Pharmacists need to be aware that the prescription of methadone in tablet form may result in increased risk for both patients and the public. **Note**: Dispensing of methadone powder by way of sachet, capsule, or other format is never acceptable due to the increased potential for diversion and misuse.

Guideline: Long-term methadone maintenance treatment clearly limits patients' ability to travel because of the need for regular follow-up as well as the restrictions associated with the dispensing of methadone. If patients receiving MMT wish to travel for a period of time that exceeds their regular carry period, the usual standard of care should not be compromised, particularly if the patient is not stable and still requires daily supervised ingestion.

Patients are significantly limited in their ability to transport methadone across international borders but it is possible to arrange for methadone dispensing in some jurisdictions. The CPSBC advises physicians to research each case to ensure decisions do not compromise patient safety. In some cases, patients may require documentation for the purpose of crossing international borders or to assist in accessing temporary care from a methadone program at their destination. The physician is responsible to provide the required travel documentation.

4.0 Releasing Methadone Prescriptions

4.1 Releasing a Prescription

Principle 4.1.1 A pharmacist must be present and witness the release of a methadone prescription to a patient. This function cannot be delegated to a pharmacy technician or any other pharmacy support staff.

Principle 4.1.2 Prior to releasing a methadone prescription the pharmacist must assess the competence of the patient (i.e. ensure that the patient is not currently intoxicated or otherwise mentally impaired) to ensure that it is safe to release the medication to them.

Guideline: Pharmacists must assess patients for symptoms such as slurred speech, ataxia, drowsiness, alcohol smell or unusual behaviour. It is important for the pharmacist to be familiar with each patient's 'normal' behaviour in order to be able to detect significant deviations from normal.

If the pharmacist believes that it is not safe for the patient to receive their prescription they must consult with the prescriber and document the outcome of the dialogue and attach it to the original prescription.

Principle 4.1.3 Prior to releasing a methadone prescription the patient and pharmacist must acknowledge receipt by signing a patient/prescription-specific log (the sample *Methadone Part-Fill Accountability Log* (Appendix 9) can be used for this purpose).

Guideline: Every part-fill dispensed must be accounted for. The pharmacist must be able to review every part-fill dispensed as a complete history on one document.

The pharmacist releasing and the patient receiving the part-fill of the prescription must sign for each witnessed ingestion dose and each take-home dose. **Neither the pharmacist nor the patient is permitted to pre-sign for future doses or backdate signing.**

The patient/prescription specific log (the sample *Methadone Part-Fill Accountability Log* (Appendix 9) can be used for this purpose) must be attached to the original Controlled Prescription Program form and once complete filed sequentially by the first prescription or transaction number assigned to the prescription.

Principle 4.1.4 As with all prescriptions, prior to releasing a methadone prescription, the pharmacist must counsel the patient on the risks (including common side effects) and benefits of taking their medication as per *HPA Bylaws* Schedule F Part 1 section 12.

Guideline: The most common adverse reactions with methadone include; sweating, constipation, sexual dysfunction, change in menstruation, drowsiness, sleep disturbances, muscle and bone aches, weight changes (usually gain), skin rash, gastrointestinal upset, headaches and edema. Patients will benefit from information about the non-drug approaches, non-prescription products and prescription items that can provide relief from these side effects.

Principle 4.1.5 With respect to witnessed ingestion doses, the pharmacist must directly observe the patient ingesting the medication and be assured that the entire dose has been swallowed.

Guideline: Given the concentrated solution of 10mg/ml, it may be helpful to provide a glass of water to the patient to enable rinsing out of the dispensing container to ensure full dose administration.

Immediately following observing the patient's ingestion of the medication the pharmacist should engage the patient in a short conversation to ensure that the entire dose has been swallowed.

Principle 4.1.6 With respect to take-home doses the first dose (whether it is stated on the prescription or not) must be a witnessed ingestion with all subsequent take-home doses dispensed in child-resistant containers with an explicit warning label indicating that the amount of drug in the container could cause serious harm or toxicity if taken by someone other than the patient.

Guideline: Each dose must be dispensed in an individual, appropriately sized, child-resistant container.

Each container must be individually labeled.

If a pharmacist determines that due to a specific patient circumstance a non-child-resistant container will be used for take-home doses it must be documented on the patient record.

Patients should be reminded that methadone should be stored out of the reach of children, preferably in a locked cupboard or small lock box if stored in the refrigerator.

Note: The decision to authorize take-home doses can only be made by the prescriber. However, should a pharmacist believe that a patient is or is not

ready to manage take-home doses they should discuss their recommendations or concerns with the prescriber.

Principle 4.1.7 In extraordinary situations, when a patient cannot attend the pharmacy, the patient's representative may pick up and sign for their authorized take-home dose(s) if confirmed in writing by the prescriber.

Guideline: This authorization must be date specific, and the representative and circumstances must be clearly defined. The written and signed authorization from the prescriber (fax acceptable) must be attached to the original approved Controlled Prescription Program form.

Note: Patient representative is defined in *HPA Bylaws*.

5.0 Responding to Methadone Dosing Issues

5.1 Divided (Split) Doses

Principle 5.1.1 Only the prescriber, by stating this on the original approved Controlled Prescription Program form, can authorize a divided (split) dose of a prescription. Unless otherwise specified by the prescriber, the first portion of the daily dose must be by witnessed ingestion.

Guideline: The decision to authorize a divided dose can only be made by the prescriber, however, should a pharmacist believe that a patient would benefit from this they should discuss this option with the prescriber.

5.2 Missed Doses

Principle 5.2.1 Any methadone prescription that has been processed and prepared but is not consumed or picked up by the patient on the prescribed day is considered cancelled and must be reversed on PharmaNet before the end of the business day.

Guideline: It is imperative that the PharmaNet patient record reflects accurate and current information in terms of consumed and picked-up

methadone doses as other healthcare practitioners rely on this information in making treatment decisions.

Principle 5.2.2 If a patient misses a dose, they cannot receive the missed dose at a later date.

Principle 5.2.3 The pharmacist must notify the prescriber of any missed doses (unless a specified number of missed doses has been indicated by the prescriber) before the next scheduled release of medication.

Guideline: The notification document must be retained and filed with the prescription consistent with filing retention requirements. The *Pharmacist-Prescriber Communication Form* (Appendix 6) can be used for this purpose.

5.3 Partial Consumption of Doses

Principle 5.3.1 If a patient refuses to consume their full dose, the pharmacist must not insist that they ingest the total amount. The unconsumed portion however cannot be given as a take-home dose.

Guideline: The patient's partial consumption of a dose and their reason(s) for it must be documented and reported to the prescriber. *The Pharmacist-Prescriber Communication Form* (Appendix 6) can be used for this purpose.

All patient documentation including the *Methadone Part-Fill Accountability Log* (Appendix 9) and PharmaNet record must accurately reflect the actual dose consumed by the patient.

5.4 Vomited Doses

Principle 5.4.1 If a patient reports that they vomited their dose, a replacement dose cannot be provided without authorization from the patient's prescriber.

Guideline: The pharmacist must contact the prescriber and provide them with information about the incident (time the dose was taken, time of vomiting, and other relevant points). Should the prescriber authorize a replacement dose, it must be confirmed in writing, signed by the prescriber,

received by the pharmacy (fax is acceptable) prior to dispensing the medication and attached and filed with the original prescription.

5.5 Lost or Stolen Doses

Principle 5.5.1 If a patient reports that their take-home dose(s) have been lost, stolen or misplaced, a replacement dose(s) cannot be provided without authorization from the patient's prescriber.

Guideline: The pharmacist must contact the prescriber and discuss the situation with them. Should the prescriber determine that the situation warrants it they may authorize the acceptance of a new approved Controlled Prescription Program form by fax (refer to Principle 2.1.3) or the prescriber may advise the pharmacy that they must wait until the patient presents a new original approved Controlled Prescription Program form.

5.6 Tapering

Principle 5.6.1 If a patient has decided to initiate a self-tapering regimen by decreasing their daily dose consumption, the pharmacist must record the dose consumed on the patient/ prescription specific log (refer to Principle 4.1.3), record the actual dose consumed on the patient's PharmaNet record and notify the prescriber.

Guideline: The *Pharmacist-Prescriber Communication Form* (Appendix 6) can be used for the purpose of notifying the prescriber.

5.7 Emergency Dosing

Principle 5.7.1 Emergency dosing is not recommended. If however a pharmacist feels in their professional judgement that an emergency dose is required to ensure continuity of patient treatment the pharmacist may provide an emergency dose. The pharmacist must counsel the patient to obtain a new prescription as soon as possible. This practice is the exception to the rule and not the normal practice, refer to *Professional Practice Policy (PPP-31) – Emergency Supply for Continuity of Care*.

Guideline: Pharmacists need to document, as per *PPP-31*, the attempt to reach the prescriber with information about the situation. The prolonged half-life of methadone ensures that a patient maintains a single dose for at

least 36 hours. Although the patient may feel uncomfortable an emergency dose may not be necessary. Emergency doses may hinder treatment success and health outcomes. It is a patient's responsibility to make sure they have a valid prescription.

6.0 Continuity of Care

6.1 Transfer of Pharmacy

Principle 6.1.1 When a patient chooses to move from one pharmacy to another to receive their methadone prescription it is the responsibility of the new pharmacy to contact the previous pharmacy and prescriber (if applicable) to discuss the exact transfer date and any other pertinent concerns. The previous pharmacy must cooperate fully with the request from the new pharmacy.

Guideline: Communication between the previous and new pharmacy is critical to ensure the patient's continuity of care and to avoid duplicate or missed methadone doses. A review of the patient's PharmaNet patient record can be of assistance in determining the previous pharmacy and prescriber.

6.2 Hospitalization or Incarceration

Principle 6.2.1 When a patient is discharged or released to the community from a hospital or correctional facility it is the responsibility of the community pharmacist receiving the patient to verify the date and amount of the last dose administered.

Guideline: Effective communication sharing among those who provide the patient's methadone maintenance treatment (hospital or correctional facility and pharmacy) is essential to ensure the patient's continuity of care and to avoid duplicate or missed methadone doses.

6.3 Compounding in Exceptional Circumstances

Principle 6.3.1 The only situation that would constitute consideration of exceptional circumstances is when a commercially available 10 mg/ml oral preparation is not available.

Principle 6.3.2 Methadone for maintenance must be at the strength of 10 mg/ml to ensure minimization of errors.

Principle 6.3.3 A compounding log must be established to record when methadone solutions are prepared, how much was prepared, and who prepared the product. The *Compounding Log* (Appendix 8) can be used for this purpose.

Guideline: The compounding log must incorporate the following elements:

- Preparation date,
- Methadone powder and/or liquid concentrate manufacturer's lot number and expiry date,
- Methadone powder and/or liquid concentrate quantity used and quantity prepared,
- Batch number and use-by date assigned by the pharmacy, and
- Preparer's and pharmacist's identification.

A separate compounding log must be maintained for each strength of stock solution

Principle 6.3.4 All concentrated solution containers must be clearly labeled with the drug name, strength, use-by date and appropriate warning labels.

Guideline: If different concentrations are prepared for pain management, they must be easily identifiable with clear labeling. A best practice would be to use different styles of storage container for each concentration or use food grade dyes to differentiate between the different concentrations prepared.

In order to help ensure liquid methadone preparations remain stable for up to 30 days from the date of pharmacy dispensing and to minimize the growth of bacteria, mold and fungus the *American Association for the Treatment of Opioid Dependence* recommends that pharmacists should:

- Use distilled water for the dilution of methadone products,
- Use new, clean, light-resistant containers for dispensing,
- Refrigerate take-home containers as soon as possible and keep refrigerated until used.

Principle 6.3.5 Methadone for maintenance solutions must be made with full-strength Tang™ or similar full-strength beverage crystals with daily doses (witnessed ingestion or take-home). Plain water is never an acceptable vehicle for dispensing to patients in the methadone maintenance treatment program.

Guideline: The beverage crystals are full-strength when made according to the manufacturer's directions found on the product's packaging.

Dispensing as a standard volume (e.g., all doses dispensed as a volume of 100 mL) is not acceptable.

Appendix 1

CPBC Professional Practice Policy PPP-66 – Opioid Agonist Treatment

See the most up-to-date *Professional Practice Policy – 66 Opioid Agonist Treatment* on the CPBC website: http://library.bcpharmacists.org/6_Resources/6-2_PPP/5003-PGP-PPP66.pdf

Appendix 2

CPBC Professional Practice Policy PPP-71 – Delivery of Opioid Agonist Treatment

See the most up-to-date *Professional Practice Policy – 71 Delivery of Opioid Agonist Treatment* on the CPBC website: http://library.bcpharmacists.org/6_Resources/6-2_PPP/5003-PGP-PPP71.pdf

Appendix 3

Methadone for Maintenance Controlled Prescription Form Guidelines

When accepting a Methadone Maintenance Controlled Prescription form a pharmacist must ensure that the form is completed by the prescriber as outlined in these guidelines.

Methadone Maintenance Controlled Prescription Form (Example; Figure 1):

These duplicate copy prescriptions are pre-printed with the following information; drug name and strength, prescriber's name, address (optional), College ID number and prescription folio number. These prescription forms are used only for prescribing methadone for maintenance.

Top Section of Form:

The prescriber must complete in full, the patient information including; personal health number (PHN), name, address and date of birth. The 'prescribing date' indicates the date that the prescriber saw the patient. The 'Drug Name and Strength' section is preprinted and the prescriber must complete the 'Quantity' section by stating the total quantity of the prescription in numeric and alpha forms.

Note: If no 'start day' is indicated in the 'Directions for Use' section of the form the 'prescribing date' becomes the 'start day'.

Middle Section of Form:

The prescriber must complete the 'Directions for Use' section as follows:

- State the daily dose:
    - the daily dose multiplied by the number of days must equal the total quantity indicated on the prescription, if there is a discrepancy the pharmacist should seek clarification from the prescriber
- Indicate the 'start day' and 'last day':
    - if no 'start day' is indicated, the 'prescribing date' becomes the 'start day'
    - should the 'start day' overlap with, or leave gaps from, an existing prescription the pharmacist should seek clarification from the prescriber
- Indicate any special instructions:

    - may be used to provide special instructions to the pharmacist for example split doses, or special situations for carries.
- Indicate either DWI or CARRIES, if carries are indicated the prescriber must indicate both in numeric and alpha the required number of days per week of witnessed ingestion:
    - if neither of these options are circled the pharmacist is to assume that all doses are DWI
    - if CARRIES has been circled but the specific witnessed ingestion days (ex; Monday and Thursday) have not been noted by the prescriber the pharmacist can determine the days in consultation with the patient. However, the first dose of the prescription and the dose before any carries must be witnessed ingestion. Additionally, the witnessed ingestion doses must be spread evenly throughout the week
    - if CARRIES has been circled but the number of days per week of witnessed ingestion has been left blank the pharmacist must seek clarification from the prescriber

Note: "DWI except when pharmacy closed" is not an acceptable prescription instruction.

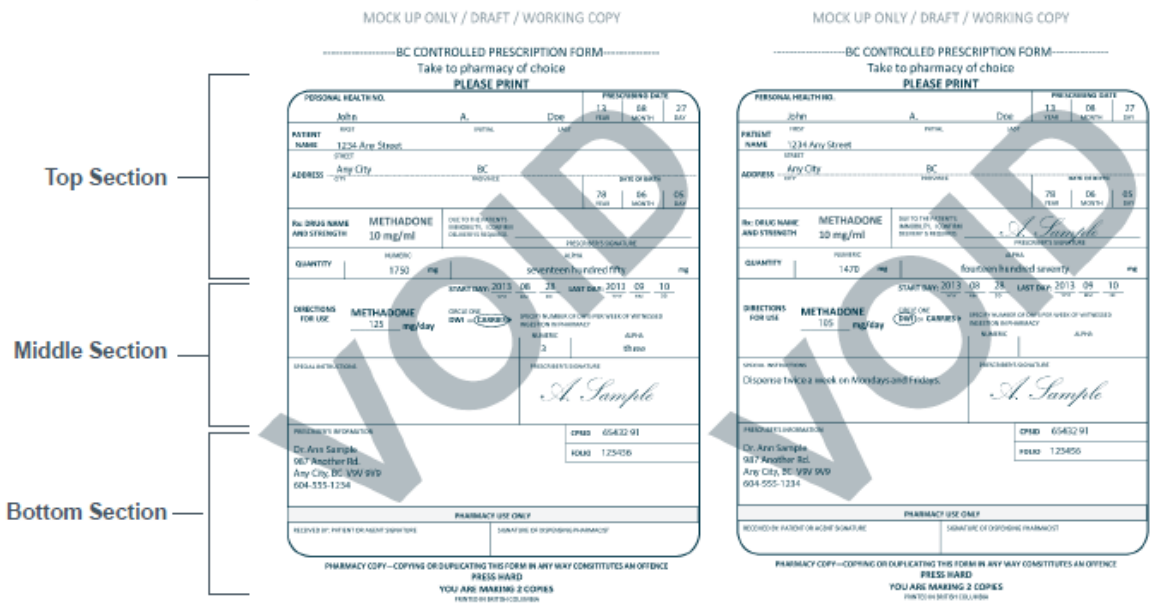
- Authorize the prescription by signing their name in the 'prescriber's signature' box

Bottom Section of Form:

As a minimum the prescriber's name, College ID number and prescription folio number will be pre-printed on the form. If the prescribers address is not pre-printed it must be completed by the pharmacist prior to dispensing the prescription. Both the patient and the pharmacist must sign the prescription in the appropriate box.

Note: A patient's representative signature is only acceptable with prior written authorization from the prescriber.

Figure 1: Methadone Maintenance Controlled Prescription Form



Appendix 4

Emergency Fax Controlled Prescription Program Form Documentation

This form is for the use only in the event of an emergency that requires a faxed Controlled Prescription Program form which has been initiated following direct consultation between the patient's pharmacist and prescriber.

It is understood that the pharmacist must obtain written documentation from the prescriber prior to dispensing any medication and as such is requesting that the prescriber complete this form and fax back to the pharmacy along with a fax of the Controlled Prescription Program form as soon as possible.

Prescriber: _____ Patient Name: _____

Pharmacy: _____ Fax Number: _____

Pharmacist: _____ Date: _____

As the prescriber, I request that the above-named pharmacy accept a faxed transmission of the Controlled Prescription Program form for the above-named patient. I understand that the Controlled Prescription Program form must be faxed to and received by the pharmacy prior to the pharmacy dispensing methadone. I guarantee that the original Controlled Prescription Program form will be sent to the pharmacy by the next business day.

Brief description of the emergency situation:

_____

_____

_____

_____

Prescriber's Name: _____

Prescriber ID: _____

Prescriber's Signature: _____

Signature Date: _____

Affix Controlled Prescription Program form here

Appendix 5

Methadone Maintenance Treatment Expectation Form

As your pharmacists, we believe in the principles of the methadone maintenance treatment program, and the valuable role it can play in improving people's lives and their health. We are committed to being an active member of your healthcare team and understand that the success of the program is dependent on ongoing collaboration and communication between yourself, ourselves and your prescriber.

To help you succeed in the program it is important that we both clearly understand the commitment and expectations of each other.

As your pharmacists, you can expect that we will:

- Treat you professionally and respectfully at all times.
- Make ourselves available to discuss any questions or concerns that you may have regarding the program.
- Provide methadone to you exactly as your prescriber has prescribed it and will ensure that they are made aware of any of the following:
    - Missed dose(s) for any reason (ie; failure to pick up, vomited, lost or stolen)
    - Less than full dose consumed (ie; tolerance, self-initiated tapering)
    - Presenting at the pharmacy while intoxicated
    - Prescribing of contraindicated medications (ie; mood-altering drugs)
- Not dispense your methadone (unless directed by your prescriber) to anyone other than you.
- Respect your choice (unless directed by your prescriber) of the pharmacy you wish to have dispense your medication.

As our patient, we can expect that you will:

- Treat all pharmacy staff and other patients respectfully at all times.
- Do your utmost to adhere to the methadone maintenance treatment program as prescribed to you.
- Discuss any concerns you may have regarding your methadone maintenance treatment with us or your prescriber prior to making any adjustments to treatment independently.
- Ensure that any take-home doses of methadone are stored safely and securely.
- Respect the pharmacy's greater community by refraining from loitering or littering.

Appendix 6

Pharmacist – Prescriber Communication

Date: _____ Patient Name: _____
To (Prescriber): _____ Patient PHN: _____
Fax: _____ Prescription Form Folio Number: _____
From (Pharmacy): _____ Pharmacy Fax: _____
Pharmacist: _____ Pharmacy Telephone: _____

For Prescriber's Information and Patient Records

❑ This patient missed their methadone dose _____ (dates).

❑ This patient did not take their full daily dose _____ (date) and consumed only ____mg of the ____ mg prescribed dose.

For Prescriber's Signature and Return of Form to Pharmacy

❑ We require clarity regarding the 'prescribing date' and/or 'start day' for the attached Controlled Prescription Program form. Please indicate the actual 'prescribing date' (actual date the prescription was written) and dispensing 'start date' or range.

Prescribing Date: _____

Dispensing Start Date or Range: _____

❑ We require clarification and/or a change to the 'Directions for Use' section of the attached Controlled Prescription Program form.

Description of authorized changes:

_____

_____

_____

_____

Prescriber's Name: _____

Prescriber ID: _____

Prescriber's Signature: _____

Signature Date: _____

Affix Controlled Prescription Program form here

Appendix 7

Drug Interactions – General Information

Methadone is extensively metabolized by cytochrome CYP3A4 in liver microsomes. Most drug interactions with methadone are associated with drugs that either induce or inhibit these enzymes.

The sequence of administration of the drugs is the key to evaluating the significance of the interaction. When a patient is stabilized on a drug that affects liver metabolism and methadone is introduced, the interaction may not be observed unless the first drug is discontinued. It is only if a patient is stabilized on methadone and an interacting drug is initiated or discontinued that an interaction may occur.

Drugs that may lower plasma levels (ie; increase the metabolism) of methadone include rifampin, barbiturates, phenytoin and carbamazepine. Drugs that may increase plasma levels (ie; decrease the metabolism) of methadone include ciprofloxacin and fluvoxamine.

Medications that might precipitate a withdrawal syndrome for patients on methadone must be avoided. These are mainly opioid antagonists such as pentazocine, butorphanol, nalbuphine, and naltrexone.

Pharmacists should not rely on PharmaNet to warn of a drug interactions for methadone. The use of PharmaNet is not intended as a substitute for professional judgment. Information on PharmaNet is not exhaustive and cannot be relied upon as complete. The absence of a warning about a drug or drug combination is not an indication that the drug or drug combination is safe, appropriate or effective in any given patient. Health care professionals should confirm information obtained from PharmaNet, and ensure no additional relevant information exists, before making patient care decisions.

Appendix 8

Compounding Log

g/ml Stock Solution

Preparation Date	Manufac-turer's Lot Number (Powder)	Manufac-turer's Expiry Date (Powder)	Quantity Used (Powder)	Quantity Prepared (Solution)	Use-By Date (Solution)	Batch Number (Assigned by pharmacy)	Preparer's ID (Initials)	Pharmacist's ID (Initials)

Appendix 9

Methadone Part-Fill Accountability Log

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

✂ ----------

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

Appendix 10

Methadone Information for Patients

What is methadone?

Methadone is a long-acting narcotic medication. Since the mid-1960s methadone has been used as an effective and legal substitute for heroin and other opiates. Methadone maintenance programs help opiate-dependent individuals stabilize their lives and reduce the harm associated with drug use.

How is methadone taken?

Methadone is prepared in a liquid. Doses are usually taken once a day as the effects of a single dose last for about one day. Your physician will write a prescription specifying your dose and how often you need to come to the pharmacy. Initially methadone is prescribed as a daily witnessed dose. As your treatment progresses you may be eligible for take-home doses.

How does methadone work?

Methadone is part of a long-term maintenance program for opiate or heroin dependent people. Drug cravings are reduced without producing a "high." The goal is to find the dose that will prevent physical withdrawal. The right dose will decrease your drug cravings, and help you to reduce or eliminate heroin use.

How long do I have to stay on methadone?

You should stay on methadone for as long as you experience benefits. Everyone responds differently and methadone can safely be taken for years. If you decide you want to stop taking methadone, you should discuss this with your physician.

Does methadone have side effects?

Methadone is usually tolerated well once the dose is stabilized. Most people experience few, if any, side effects. Please let your pharmacist or physician know if any of these symptoms are bothering you:

- Sweating – This can be due to the methadone itself, or a dose that is too high or too low.
- Constipation – Increasing exercise, fluids and fiber in your diet may decrease this problem.

- Sexual difficulties – This can be either a reduction or an increase in desire.
- Sleepiness or drowsiness – This may be caused by too much methadone. If this occurs consult your doctor to have your dose adjusted. Do not drive a car or participate in activities that require you to be alert when you are drowsy.
- Weight change – An increase in body weight may be due to better health and an improved appetite.

Can methadone interact with other drugs?

Yes. Alcohol and drugs, including prescription, nonprescription, herbal and street drugs, may interfere with the action of methadone in your body. Discuss all medications you are taking with your pharmacist or physician.

Is methadone dangerous?

Methadone is safe to use when it is prescribed and monitored by a physician. It can be very dangerous if used inappropriately. Methadone should never be taken by anybody except the person for whom it is prescribed as overdose and death can occur if the person is not dependent on opiates. Children are especially at risk for overdose and death if they swallow methadone accidentally.

What is my responsibility?

Your responsibility is to drink your methadone dose every day. If you have carries, you must make sure that they are stored safely to prevent possible ingestion by anyone else. If you store your carries in the fridge ensure that they are not accessible. Methadone can be very dangerous if used inappropriately so you must not give or sell your dose to anyone.

Will methadone cure me?

The methadone maintenance program can help you to make positive lifestyle changes. The goal of treatment is to stabilize your body physically and to provide an environment that supports you.

College of Pharmacists
of British Columbia

Professional Practice Policy #66

Policy Guide

Slow Release Oral Morphine (SROM) Maintenance Treatment (2018)

Slow Release Oral Morphine (SROM) Maintenance Treatment Policy Guide

All pharmacy managers, staff pharmacists, relief pharmacists and pharmacy technicians employed in a community pharmacy that provides pharmacy services related to SROM maintenance treatment must know and apply the principles and guidelines outlined here in the College of Pharmacists of BC (CPBC) *Slow Release Oral Morphine (SROM) Maintenance Treatment Policy Guide (2018)* and all subsequent revisions.

1.0 Administration

1.1 Pharmacy Operating Hours

Principle 1.1.1 The pharmacy hours of service must be consistent with the dosing requirements of your patient.

Guideline: When a pharmacy accepts a patient who requires daily witness ingestion or daily dispense (i.e., 7 days per week) the pharmacy hours of service need to accommodate this dosing requirement. A pharmacist does not have the independent authority to adapt a prescription for SROM maintenance treatment from 'daily witness' to a 'take-home' dose.

1.2 General Guidance for Pharmacy Professionals

Principle 1.2.1 Provide patient education on how to properly take SROM.

Note: See Principle 4.1.4 for detailed administration requirements.

Principle 1.2.2 Advise patients to talk to their prescriber and pharmacist about any continuing withdrawal symptoms, craving, and/or non-medical opioid use.

Principle 1.2.3 Refer colleagues, prescribers, and clinical staff who are unfamiliar with the most recent version of the British Columbia Centre on Substance Use (BCCSU) *A Guideline for the Clinical Management of Opioid Use Disorder*. Recommend completion of online training through the University of British Columbia Faculty of Medicine Continuing Professional Development's Provincial Opioid Addiction Treatment Support Program.

2.0 Receiving SROM Prescriptions

2.1 Controlled Prescription Program Forms – Overview

Principle 2.1.1 SROM prescriptions can only be accepted when written using an original Controlled Prescription Program form. When accepting SROM prescriptions, the pharmacist must ensure that the Controlled Prescription Program Form is completed by the prescriber as outlined in the Controlled Prescription Program.

Principle 2.1.2 SROM prescriptions may only be received by facsimile if in accordance with section 7(3) of the *Health Professions Act* Bylaws Schedule F, Part 1 - *Community Pharmacy Standards of Practice*. Verbal prescriptions for SROM maintenance treatment may be accepted where permitted under a section 56 exemption to the *Controlled Drugs and Substances Act* in accordance with section 19(6.1) of the bylaws to the *Pharmacy Operations and Drug Scheduling Act*.

3.0 Processing (Dispensing) SROM Prescriptions

3.1 Accepting a Prescription

Principle 3.1.1 SROM for maintenance must be dispensed in approved, commercially available strengths and formulations. Capsule contents cannot be split.

Principle 3.1.2 **Guideline:** Only the once-daily, 24-hour formulation of SROM has been studied in clinical trials for the treatment of opioid use disorder. Other formulations of oral morphine, such as twice-daily, 12-hour sustained- or extended-release formulations, have not been empirically studied in this context and are not recommended. Pharmacists and pharmacy technicians (working within their scope) must review the prescription to ensure that the specific needs of the patient can be accommodated by the pharmacy.

Guideline: Each prescription should be reviewed in detail in consultation with the patient, to ensure that the patient's specific needs can be accommodated. For example:

- Evaluate the end date of the prescription to ensure that the authorization for dispensing does not end on a day when the patient will not be able to see a prescriber for a new prescription (e.g., weekends and holidays).
- Review the prescription directions to determine the dosing schedule (daily witnessed ingestion, take-home doses), including the specific days of the week for each witnessed dose or take-home doses, to confirm that the pharmacy operating hours match the dosing schedule.

3.2 Assessment of a Prescription

Principle 3.2.1 Pharmacists and pharmacy technicians must correctly identify the product as prescribed 'for pain' or 'Opioid Agonist Treatment (OAT)' by using the appropriate Drug Identification Number (DIN) or Product Identification Number (PIN) to ensure patient safety and accurate PharmaNet patient records.

Guideline: Effective June 5, 2017, PharmaCare established PINs for the use of Kadian® SROM as OAT. These PINs are to be used when submitting claims for the various dosing strengths through PharmaNet. Similar to methadone, DINs will be used by pharmacists exclusively for claims for analgesia, and the PINs will be used for claims for OAT.

Prescriptions for Kadian® should specify whether it is designated for analgesia or OAT (i.e., "for OAT" or "for opioid agonist treatment" is to be indicated on the prescription). If there is a question as to whether the prescription is for OAT (i.e., indicated by the dose strength, directions to "open and sprinkle" capsules for daily witnessed ingestion, or other elements of the prescription), but the prescription lacks the explicit indication "for OAT", the pharmacist should contact the prescriber to confirm the intended use prior to dispensing the medication and properly document any alteration of the prescription.

The claim entered into PharmaNet should match the prescription written by the prescriber. If a claim marked "for OAT" has been entered under the DIN rather than under the PIN for Kadian® for OAT, it must be reversed, following the full standard procedure for reversing a claim entered under the wrong DIN or PIN. Only after a claim has been reversed can it then be re-entered with the correct PIN.

Principle 3.2.2 As with all medications a pharmacist must review each individual PharmaNet patient record, as stated in *HPA Bylaws* (Schedule F Part 1), and resolve any drug-related problems prior to dispensing any SROM prescription. This step is particularly critical for SROM for OAT prescriptions as the automated drug usage evaluation (DUE) built into the PharmaNet system **does not include SROM for OAT**.

Pharmacists providing SROM for OAT maintenance treatment must therefore ensure they maintain their knowledge with respect to potential drug interactions related to SROM.

Guideline: A PharmaNet patient record review should be completed for all prescriptions, including those patients obtaining their prescription on a daily basis or those long-term patients whom the pharmacist may know well.

Principle 3.2.3 Should a patient present a prescription for a mood altering drug, including benzodiazepines and opioids, or if the pharmacist discovers that a mood altering drug is also being prescribed to the patient in their review of the PharmaNet patient record, they must contact both the prescriber of SROM and, if different, the prescriber of the mood altering drug, prior to dispensing the medication. The pharmacist must document the outcome of the consultation(s) with the prescriber(s) and include it with the original prescription. The purpose of the consultation is to ensure the prescriber(s) are aware that the patient is currently on the SROM maintenance program.

Guideline: Mood altering drugs, including benzodiazepines and opioids, should not be prescribed to patients on the SROM maintenance program. Co-ingestion of SROM with alcohol or benzodiazepines is contraindicated, as combined effects can potentially result in fatal respiratory depression.

4.0 Releasing SROM for OAT Prescriptions

4.1 Releasing a Prescription

Principle 4.1.1 A pharmacist must be present to release the SROM prescription to a patient. This function cannot be delegated to a pharmacy technician or any other pharmacy support staff.

Principle 4.1.2 Prior to releasing a SROM prescription the pharmacist must assess the patient to ensure that the patient is not intoxicated, including by centrally-acting sedatives and/or stimulants or in any other acute clinical condition that would increase the risk of an adverse event. If the pharmacist believes that it is not safe for the patient to receive their prescription they must consult with the prescriber and document the outcome of the dialogue and include it with the original prescription.

Guideline: Assess patients for symptoms such as slurred speech, ataxia, drowsiness, alcohol smell or unusual behaviour. It is important for the pharmacist to be familiar with each patient's usual behaviour in order to be able to detect significant deviations.

Principle 4.1.3 Prior to releasing a SROM prescription, the patient and pharmacist must acknowledge receipt by signing a patient/prescription-specific log. Every part-fill dispensed must be accounted for. The patient/prescription specific log must be included with the original Controlled Prescription Program form. Once complete, it must be filed sequentially by the first prescription or transaction number assigned to the prescription. The pharmacist must be able to review every part-fill dispensed as a complete history on one document.

Guideline: The sample *SROM Part-Fill Accountability Log* (Appendix 1) can be used for this purpose.

Neither the pharmacist nor the patient is permitted to pre-sign for future doses or backdate signing.

Principle 4.1.4 With respect to witnessed ingestion doses, the pharmacist must directly observe the patient ingesting the medication and be assured that the entire dose has been swallowed.

Guideline: SROM has a high risk of diversion, even when administered as witnessed doses (e.g., intact capsules can be 'cheeked' or 'palmed').

To reduce the risk of diversion, daily witnessed ingestion doses should be prepared by opening the capsule(s) and sprinkling the enclosed pellets for immediate ingestion. The patient should be instructed that pellets must not be chewed or crushed.

Pellets may be sprinkled into a 30 mL medicine cup or small cup followed by at least 30 mL of water to ensure that all pellets have been swallowed.

Immediately following observing the patient's ingestion of the medication, the pharmacist should ensure that the entire dose has been swallowed. This may include: engaging the patient in short conversation, asking the patient if there are pellets remaining in their teeth or gums, offering additional water for rinsing, or inspecting the inside of the patient's mouth.

Important Safety Notice: SROM pellets must be swallowed whole. Crushing, chewing, or dissolving slow-release oral morphine capsules or pellets can cause rapid release and absorption of a potentially fatal dose of morphine sulphate.

Principle 4.1.5 If take home doses (carries) are prescribed, the first dose must be a witnessed ingestion. The subsequent take-home doses must be dispensed in child-resistant containers with an explicit warning label indicating that the amount of drug in the container could cause serious harm or toxicity if taken by someone other than the patient. If a pharmacist determines that due to a specific patient circumstance a non-child-resistant container will be used for take-home doses, it must be documented on the patient record.

Guideline: The decision to authorize take-home doses can only be made by the prescriber. However, should a pharmacist believe that a patient is or is not ready to manage take-home doses they should discuss their recommendations or concerns with the prescriber.

Note that the majority of prescriptions for SROM will be for daily witnessed ingestion (DWI). In exceptional cases, patients may be transitioned to take-home dosing schedules. If a patient's prescription indicates transition to a take-home dosing schedule for SROM, it is best practice to call and confirm with the prescriber.

Compliance packaging (e.g., blister packaging, pouch packs) may be ordered by the prescriber to discourage diversion and allow for better monitoring during medication call-backs. In these cases, the pharmacy still needs to ensure that the medications are provided in child-resistant packaging.

Patients should be reminded that SROM should be stored out of the reach of children, preferably in a locked cupboard or small lock box.

5.0 Responding to SROM Dosing Issues

5.1 Missed Doses

Principle 5.1.1 Any SROM prescription that has been processed and prepared but is not consumed or picked up by the patient on the prescribed day is considered cancelled and must be reversed on PharmaNet **before the end of the business day**.

Guideline: It is imperative that the PharmaNet patient record reflects accurate and current information in terms of consumed and picked-up SROM doses as other healthcare practitioners rely on this information in making treatment decisions.

Principle 5.1.2 If a patient misses a dose, they cannot receive the missed dose at a later date.

Principle 5.1.3 The pharmacist must notify the prescriber of any missed doses before the next scheduled release of medication. The notification document must be retained and filed with the prescription consistent with filing retention requirements.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for this purpose.

Principle 5.1.4 If a patient misses 2 or more consecutive doses, the prescription must be cancelled.

Guideline: The pharmacist should advise the patient to see the prescriber for a new prescription, as dose adjustment and re-stabilization may be required.

For more information, refer to the BCCSU *A Guideline for the Clinical Management of Opioid Use Disorder* - Appendix 3: Induction and Dosing Guidelines for Slow Release Oral Morphine.

5.2 Partial Consumption of Doses

Principle 5.2.1 If a patient declines or is unable to consume their full dose, the pharmacist must respect the patient's choice. The unconsumed portion cannot be given as a take-home dose. The patient's partial consumption of a dose and their reason(s) for it must be documented and reported to the prescriber. All patient documentation including the patient-prescription specific log and PharmaNet record must accurately reflect the actual dose consumed by the patient.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for the documentation and communication.

The *SROM Part-Fill Accountability Log* (Appendix 1) can be used for the Part-Fill Accountability Log.

5.3 Vomited Doses

Principle 5.3.1 If a patient reports that they vomited their dose, a replacement dose cannot be provided. The pharmacist must notify the prescriber and provide them with information about the incident (time the dose was taken, time of vomiting, and other relevant points). If the prescriber chooses to authorize a replacement dose, a new original Controlled Prescription Program form must be received by the pharmacy.

5.4 Lost or Stolen Doses

Principle 5.4.1 If a patient reports that their take-home dose(s) have been lost, stolen or misplaced, a replacement dose(s) cannot be provided. The pharmacist must notify and consult with the prescriber. If the prescriber chooses to authorize a replacement dose, a new original Controlled Prescription Program form must be received by the pharmacy.

5.5 Tapering

Principle 5.5.1 If a patient has decided to initiate a self-tapering regimen by decreasing their daily dose consumption, the pharmacist must record the dose consumed on the patient/prescription specific log (refer to Principle 4.1.3), record the actual dose consumed on the patient's PharmaNet record and notify the prescriber.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 2) can be used for the purpose of notifying the prescriber.

Appendix 1

SROM Part-Fill Accountability Log

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

✂ ----------

Patient Name: _____

Date Dispensed	Prescription or Transaction Number	Quantity			Delivery Information (if applicable)		Pharmacist's Initials	Patient's signature
		Witnessed	Take Home	Total	Address	Time		

Appendix 2

Pharmacist – Prescriber Communication

Date:_____ Patient Name:_____

To (Prescriber):_____ Patient PHN:_____

Fax: _____ Prescription Form Folio Number:_____

From (Pharmacy):_____ Pharmacy Fax:_____

Pharmacist:_____ Pharmacy Telephone:_____

For Prescriber's Information and Patient Records

- ❑ This patient missed their slow release oral morphine dose on _____(date).
- ❑ This patient did not take their full daily dose today _____ (date) and consumed only ____ mg of the ____ mg prescribed dose.
- ❑ This patient's dose has been held due to _____ (reason and date).
- ❑ This patient lost or had their dose(s) stolen _____(dates).
- ❑ This patient's prescription has been cancelled due to _____(number of missed doses).

Additional Information

You May Attach Controlled Prescription Program Form.

College of Pharmacists
of British Columbia

Professional Practice Policy #67

Policy Guide

Injectable Hydromorphone Maintenance Treatment (2018)

Injectable Hydromorphone Maintenance Treatment Policy Guide

All pharmacy managers, staff pharmacists, relief pharmacists and pharmacy technicians employed in a community pharmacy that provides pharmacist supervision of injectable hydromorphone maintenance treatment must know and apply the principles and guidelines outlined here in the College of Pharmacists of BC (CPBC) *Injectable Hydromorphone Maintenance Treatment Policy Guide (2018)* and all subsequent revisions.

1.0 Administration

1.1 Pharmacy Operating Hours

Principle 1.1.1 The pharmacy hours of service must be consistent with the dosing requirements of your patient.

Guideline: When a pharmacy accepts a patient who requires supervised injection (i.e., 7 days per week, multiple doses per day) the pharmacy hours of service need to accommodate this dosing requirement. Patients may need to have access to injectable hydromorphone up to three times per day with a minimum of three hours between doses.

1.2 General Guidance for Pharmacy Professionals

Principle 1.2.1 Only full pharmacists who successfully fulfill the following requirements may be considered 'iOAT trained pharmacists':
- Authorized by the CPBC under the Certification of Practicing Pharmacists for Drug Administration (injection and intranasal route);
- Trained to administer emergency use naloxone as per Principle 1.2.4;
- Holds current certification in cardiopulmonary resuscitation and first aid;
- Is familiar with the information included in the most recent version of British Columbia Centre on Substance Use (BCCSU) *Guidance for Injectable Opioid Agonist Treatment for Opioid Use Disorder*;
- Completed online training through the University of British Columbia Faculty of Medicine, Continuing Professional Development's Provincial Opioid Addiction Treatment Support Program;
- Trained in the use of all equipment required under Principle 1.3.3;
- Knows and applies the principles and guidelines outlined in the CPBC *Injectable Hydromorphone Maintenance Treatment Policy Guide (2018)* and all subsequent revisions; and,
- Records self-declaration of knowledge and training completion in eServices prior to dispensing injectable hydromorphone.

Guideline: Refer to *HPA Bylaws*, Schedule F, Part 4 – Certified Practice – Drug Administration by Injection and Intranasal Standards, Limits and Conditions for more information.

Principle 1.2.2 With respect to pharmacist supervised injectable hydromorphone maintenance treatment, only iOAT trained pharmacists can: accept a prescription for injectable hydromorphone; release a dose of injectable hydromorphone to a patient; conduct a pre- or post-injection patient assessment; or, supervise patients self-administering injectable hydromorphone. These functions cannot be delegated to a pharmacy technician or any other pharmacy support staff.

Principle 1.2.3 Patients must be advised to talk to their prescriber and pharmacist about any continuing withdrawal symptoms, cravings, and/or non-medical opioid use.

Principle 1.2.4 All registrants must be trained to administer emergency use naloxone and hold current certification in cardiopulmonary resuscitation and first aid.

Guideline: It is recommended that all pharmacy staff be trained to administer emergency use naloxone, cardiopulmonary resuscitation and first aid.

Naloxone education and training resources are available through the BC Centre for Disease Control's Towards the Heart Program.

Principle 1.2.5 Registrants must always practice within the scope of their education, training and competence. Where needed, they must obtain appropriate education and training as necessary.

Guideline: Refer to *HPA Bylaws*, Schedule A - Code of Ethics.

1.3 Facility and Equipment

Principle 1.3.1 The pharmacy must have a separate injection room within which the drug is to be self-administered by the patient that is clean, safe, comfortable and appropriately private and furnished for the patient. This room must be equipped with the following at a minimum: stainless steel table, chair, secure container for sharps that is not easily removable, sink, soap, hand sanitizer, antiseptic cleaning wipes and paper-towel in a dispenser.

Principle 1.3.2 The injection room must have the following clean and sterile injection supplies for patient use, including but not limited to: needles for patient self-injection (intravenous, intramuscular and subcutaneous), tourniquets, alcohol swabs, bandages and cotton swabs.

Principle 1.3.3 The injection room must have the following equipment for assessment and overdose management: adequate naloxone and related supplies (e.g., needles, etc.), breathalyzer, pulse oximeter, blood pressure monitor, oxygen, and bag valve mask.

Principle 1.3.4 The injection room surfaces and equipment must be cleaned with appropriate disinfectant at the beginning and end of each day, and between each patient use to prevent the spread of infection.

2.0 Receiving Injectable Hydromorphone Prescriptions

2.1 Controlled Prescription Program Forms – Overview

Principle 2.1.1 Injectable hydromorphone for maintenance prescriptions can only be accepted when written using an original Controlled Prescription Program form. When accepting prescriptions for injectable hydromorphone maintenance treatment, the iOAT trained pharmacist must ensure that the Controlled Prescription Program form is completed by the prescriber as outlined in the Controlled Prescription Program.

Note: A pharmacist does not have the independent authority to adapt a prescription for injectable hydromorphone maintenance treatment.

Principle 2.1.2 Injectable hydromorphone for maintenance prescriptions may only be received by facsimile if in accordance with section 7(3) of the *Health Professions Act* Bylaws Schedule F, Part 1 - *Community Pharmacy Standards of Practice*. Verbal prescriptions for injectable hydromorphone maintenance treatment may be accepted where permitted under a section 56 exemption to the *Controlled Drugs and Substances Act* in accordance with section 19(6.1) of the bylaws to the *Pharmacy Operations and Drug Scheduling Act*.

3.0 Processing Injectable Hydromorphone Prescriptions

3.1 Assessment of a Prescription

Principle 3.1.1 Should a patient present a prescription for a mood altering drug, including benzodiazepines and opioids, or if the pharmacist discovers that a mood altering drug is also being prescribed to the patient in their review of the PharmaNet patient record, they must contact both the prescriber of injectable hydromorphone and, if different, the prescriber of the mood altering drug, prior to dispensing the medication. The pharmacist must document the outcome of the consultation(s) with the prescriber(s) and include it with the original prescription.

Guideline: Concurrent use of injectable hydromorphone with other depressants such as benzodiazepines is contraindicated, as combined effects can potentially result in fatal respiratory depression.

Note: Patients on injectable hydromorphone maintenance treatment are routinely co-prescribed other oral opioid agonist drugs. Consulting with prescribers ensures that they are aware that the patient is currently receiving injectable hydromorphone maintenance treatment.

3.2 PharmaNet Records

Principle 3.2.1 The prescribed injectable hydromorphone dose (in both mg and mL) and dose frequency must be entered in the 'sig' field for each patient on PharmaNet. Any injectable hydromorphone dose that has been processed but is not self-administered by the patient on the prescribed day is considered cancelled and must be reflected accurately on PharmaNet **before the end of the business day**.

Guideline: It is imperative that the PharmaNet patient record reflects accurate and current information in terms of self-administered injectable hydromorphone doses as other health professionals rely on this information in making treatment decisions.

Example: Patient presents a valid prescription for injectable hydromorphone for supervised injection, stating 125 mg three times daily. Using commercially prepared single use vials of 50mg/mL hydromorphone, each dose corresponds to 2.5mL. Each vial is 1mL. Therefore, 3 X 1mL vials are needed to prepare each dose.

In this example, the sig field should contain something similar to: '125mg (2.5mL) three times daily supervised injection'.

The patient is injecting a total of 7.5mL per day. However, three vials are needed to prepare each dose. So, the total amount dispensed would be 9mL.

At the end of the day, it is expected that the total quantity posted on PharmaNet accurately reflects what was dispensed. If this patient attended and received two doses but missed one, the total amount on PharmaNet at the end of the day should be 6mL.

When viewing patient profiles on PharmaNet, care must be taken to distinguish between dose prescribed and quantity dispensed, as there may be discrepancies between the two due to vial size and wastage from dose preparation.

4.0 Releasing Injectable Hydromorphone Prescriptions

4.1 Releasing a Prescription

Principle 4.1.1 An iOAT trained pharmacist must release the injectable hydromorphone dose to a patient. This function cannot be delegated to a pharmacy technician or any other pharmacy support staff.

4.2 Pre-Injection Assessment

Principle 4.2.1 Prior to releasing an injectable hydromorphone dose, an iOAT trained pharmacist must complete a pre-injection assessment of the patient to assess for signs of intoxication, including severe agitation, dyskinesia, sedation, slurred speech, or smelling of alcohol. The iOAT trained pharmacist who conducts this assessment must document this by signing a patient/prescription specific log. If the patient is intoxicated, the dose must be postponed or withheld and this must be documented and included with the original prescription. The prescriber must be notified.

Guideline: The sample *Pre-Injection Assessment Checklist* (Appendix 1) can be used for the pre-injection assessment. The sample *Injectable Hydromorphone Part-Fill Accountability Log* (Appendix 2) can be used for the patient/prescription specific log.

If the initial assessment results in suspicion of recent use of psychoactive substances, the iOAT trained pharmacist should discuss with the patient if they have consumed illegal or non-medical drugs (including any non-prescribed pharmaceutical drug) or alcohol. Where observation warrants further assessment for alcohol intoxication (e.g., slurred speech, unsteady gait, or smelling of alcohol), the iOAT trained pharmacist may administer breathalyzer testing to check that the patient's blood alcohol level does not exceed 0.05%.

Note: The BCCSU *Guidance for Injectable Opioid Agonist Treatment for Opioid Use Disorder* requires a minimum of three hours between doses.

4.3 Dose Preparation

Principle 4.3.1 If after the pre-injection assessment, the iOAT trained pharmacist deems the patient fit, the injectable hydromorphone dose may be prepared.

Principle 4.3.2 Best practices and established standards for preparing and handling injections must be followed.

Principle 4.3.3 Injectable hydromorphone for maintenance must be dispensed to patients as an approved, commercially available single-use vial formulation.

Principle 4.3.4 Single-use vial formulation allows only one needle puncture per vial. Any unused injectable hydromorphone remaining in the vial must be rendered unusable at the time of dose preparation according to Principle 4.3.6. This principle must be followed unless the preparation is done according to Principle 4.3.5.

Principle 4.3.5 Vials can be used for a maximum of two needle punctures when preparing syringes for the same patient (e.g., patient specific dose), only if the most recent version of NAPRA *Model Standards for Pharmacy Compounding of Non-hazardous Sterile Preparations* is followed. Any unused injectable hydromorphone remaining in the vial must be rendered unusable by the end of beyond-use date (BUD) according to Principle 4.3.6.

Note: NAPRA "Model Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations" requires that preparation be done in a primary engineering control (PEC) (e.g., laminar airflow workbench or

compounding aseptic isolator) that maintains ISO Class 5 air quality. Once the single-use vial is punctured in the PEC, the BUD of the drug remaining in the vial is ***6 hours***.

In addition to equipment, facility and BUD requirements noted above, it is important to note that there are numerous requirements outlined in the NAPRA "Model Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations" (i.e., labelling, personnel, policy and procedure requirements, etc.) which must be met to prepare the dose under Principle 4.3.5 to ensure patient safety. Otherwise, Principle 4.3.4 must be followed.

Principle 4.3.6 Prior to being rendered unusable as per Principles 4.3.4 or 4.3.5, any unused drug in vials from dose preparation must be documented in the patient/prescription specific log. A pharmacist and one other health professional must sign off on this drug destruction. This documentation must be kept in accordance with CPBC filing retention requirements. Empty vials must be disposed of in a secure container for sharps.

Guideline: The goal is to alter or denature the drug to such an extent that consumption has been rendered impossible or improbable. It should be readily apparent that the resulting product has been safely rendered unusable.

The sample *Injectable Hydromorphone Part-Fill Accountability Log* (Appendix 2) can be used for the patient/prescription specific log.

4.4 Prior to Releasing the Dose

Principle 4.4.1 Prior to releasing the injectable hydromorphone dose, the iOAT trained pharmacist must confirm the patient's identity against the original prescription and verify that the correct quantity of the dose has been prepared in the syringe.

Principle 4.4.2 The patient and iOAT trained pharmacist must acknowledge receipt by signing a patient/prescription specific log. Every part-fill dispensed must be accounted for. The patient/prescription specific log must be included with the original Controlled Prescription Program form. Once complete, it must be filed sequentially by the first prescription or transaction number assigned to the prescription. Every part-fill dispensed must be reviewable as a complete history on one document.

Guideline: The sample *Injectable Hydromorphone Part-Fill Accountability Log* (Appendix 2) can be used for this purpose. Neither the pharmacist nor the patient is permitted to pre-sign for future doses or backdate signing.

4.5 Supervised Injection

Principle 4.5.1 An iOAT trained pharmacist must supervise the patient self-administering the prepared dose of injectable hydromorphone, to address patient safety and potential drug diversion issues. An iOAT trained pharmacist must be physically present in the injection room and directly monitor the patient for the full duration of the self-administered injection. The patient must never be left unattended in the injection room.

Guideline: Patients may inject intravenously, intramuscularly, or subcutaneously. For safety reasons, it is recommended that intravenous injection only be allowed in the upper extremities (hands or arms, no jugular use is permitted), while intramuscular injections can be allowed in the deltoid, thighs, and gluteal muscles.

Under no circumstances may a registrant administer the dose of injectable hydromorphone to a patient.

Assisting a patient to self-administer an injection (for example, by steadying a patient's hand) may place a health professional at high risk of a needle-stick injury. Part of the ongoing assessment of the patient is ensuring their continued ability to safely self-administer an injection, and notifying the prescriber if the patient can no longer do so.

Principle 4.5.2 If for any reason the patient does not self-administer a full dose, the remaining drug in the syringe must be rendered unusable. A pharmacist and one other health professional must sign off on this drug destruction. This documentation must be kept in accordance with CPBC filing retention requirements. The iOAT trained pharmacist must estimate the amount of drug injected and note this on the patient/prescription specific log. The prescriber must also be notified.

Guideline: The goal is to alter or denature the drug to such an extent that consumption has been rendered impossible or improbable. It should be readily apparent that the resulting product has been safely rendered unusable.

The sample *Injectable Hydromorphone Part-Fill Accountability Log* (Appendix 2) can be used to document the amount of drug injected in the patient/prescription specific log.

Principle 4.5.3 An iOAT trained pharmacist must only supervise one patient self-administering a dose of hydromorphone at a time (i.e., a 1:1 pharmacist to patient) ratio. The 1:1 ratio is needed to better ensure effective overdose response and emergency management.

Guideline: Staffing needs of the pharmacy should be considered when providing injectable hydromorphone treatment. While an iOAT trained pharmacist is required to monitor patients self-administering the dose of hydromorphone, appropriate supervision of the pharmacy premise is also needed, in compliance with legislative requirements.

Principle 4.5.4 Any empty used syringes and needles must be immediately disposed of in a secure container for sharps in the injection room.

4.6 Post-Injection Assessment

Principle 4.6.1 Post-injection, the patient must stay in the pharmacy for a minimum of 15 minutes, and within view of an iOAT trained pharmacist. Any refusal must be documented and the prescriber must be notified. After 15 minutes has elapsed, the iOAT trained pharmacist must conduct a post-injection assessment, observing any signs of intoxication including dyskinesia, sedation, slurred speech, agitation, or decreased respiration rate. If adverse events are observed, the pharmacist must notify the prescriber. The iOAT trained pharmacist who conducts this assessment must document this by signing a patient/prescription specific log.

Guideline: The sample *Post-Injection Assessment Checklist* (Appendix 3) can be used for the post-injection assessment. The sample *Injectable Hydromorphone Part-Fill Accountability Log* (Appendix 2) can be used for the patient/prescription specific log.

While awaiting the post-injection period to elapse, the patient must remain within the view of an iOAT trained pharmacist. This may be in the separate injection room, a reception area or elsewhere within 25 feet from the perimeter of the dispensary.

If the patient seems to be intoxicated, a pulse oximeter and/or a vital sign assessment should be completed and documented. If at any time during the post-injection assessment the iOAT trained pharmacist determines that the patient requires medical attention, they should immediately call 911.

Principle 4.6.2 If after the post-injection assessment, the iOAT trained pharmacist deems the patient fit to leave the premises, then the patient may do so.

5.0 Security and Reconciliation

Principle 5.1.1 At the end of each day the secure container(s) for sharps must be kept in a locked area, such as a locked cage or cabinet that only registrants have access to.

Principle 5.1.2 At the end of each day, a count and reconciliation for injectable hydromorphone must be conducted and signed off on by a pharmacist and one other regulated health professional. This documentation must be kept in accordance with CPBC filing retention requirements.

Principle 5.1.3 The pharmacy must have a security camera in the injection room.

Guideline: Patients must be informed of the security camera, see *Professional Practice Policy 74 – Community Pharmacy Security* for more guidance.

6.0 Responding to Dosing Issues

6.1 Missed Doses

Principle 6.1.1 If a patient misses a dose, they cannot receive the missed dose at a later date.

Principle 6.1.2 The prescriber must be notified of any missed doses before the next supervised injection. The notification document must be retained and filed with the prescription consistent with filing retention requirements.

Guideline: The *Pharmacist-Prescriber Communication* form (Appendix 4) can be used for this purpose.

Principle 6.1.3 If a patient misses 9 consecutive sessions or 3 days (whichever is first), the prescription must be cancelled, and the prescriber notified of the cancellation. A new prescription is required for the next dose.

Appendix 1

Pre-Injection Assessment Checklist

Patient Name:	Assessment Date and Time:

Yes	No	Unknown	
☐	☐	☐	Severely anxious or agitated
☐	☐	☐	Dyskinetic
☐	☐	☐	Overly sedated
☐	☐	☐	Slurred speech
☐	☐	☐	Smells of alcohol

Baseline respiration rate: _____ breaths/minute

Pasero Opioid-induced Sedation Scale (POSS) level: _____

Breathalyzer required: ☐ Yes ☐ No

If yes, breathalyzer reading: _____

Notes:

Appendix 2

Injectable Hydromorphone Part-Fill Accountability Log

Patient Name:_____

Prescription Number:_____

Date	Time	Transaction Number	Prescribed Dose (mg and mL)	Total Volume Used to Prepare Dose (mL)	Wastage after Dose Preparation (mL)	Drug Destruction (Health Professional's Signatures)	Pre-Injection Assessment (Pharmacist's Initials)	Patient's Signature	Supervision (Pharmacist's Initials)	Post-Injection Assessment (Pharmacist's Initials)	Notes

Appendix 3

Post-Injection Assessment Checklist

Name:	Assessment Date and Time:

Yes	No	Unknown	
☐	☐	☐	Severely anxious or agitated
☐	☐	☐	Dyskinetic
☐	☐	☐	Overly sedated
☐	☐	☐	Slurred speech
☐	☐	☐	Smells of alcohol
☐	☐	☐	Decreased respiration rate

Respiration rate: _____

Pasero Opioid-induced Sedation Scale (POSS) level: _____

Notes:

Appendix 4

Pharmacist-Prescriber Communication

Date:_____ Patient Name:_____

To (Prescriber):_____ Patient PHN:_____

Fax: _____ Prescription Form Folio Number:_____

From (Pharmacy):_____ Pharmacy Fax:_____

Pharmacist:_____ Pharmacy Telephone:_____

For Prescriber's Information and Patient Records

❑ This patient missed their injectable hydromorphone dose(s) _____ (dates).

❑ This patient did not take their full AM dose(s) today _____ (date) and consumed only ____ mg/mL of the ____ mg/mL prescribed dose.

❑ This patient did not take their full PM dose(s) today _____ (date) and consumed only ____ mg/mL of the ____ mg/mL prescribed dose.

Additional Information/Other

You May Attach Controlled Prescription Form.

Notes:

College of Pharmacists of British Columbia

BOARD MEETING
March 26, 2020

6. Amendments to the *Health Professions Act* Bylaws Related to Temporary Registration under a Declared Emergency

DECISIONS REQUIRED

Recommended Board Motion:

Approve the following resolution:

RESOLVED THAT, in accordance with the authority established in section 19(1) of the Health Professions Act, the Board approve the proposed bylaws of the College of Pharmacists of British Columbia related to granting temporary registration under a declared emergency, as circulated.

Purpose

To propose amendments to the *Health Professions Act* ("*HPA*") Bylaws related to granting temporary registration under a declared emergency.

Background

On March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic. Given an anticipated increased demand for pharmacists and pharmacy technicians ("pharmacy professionals"), in an effort to help with the pandemic, the College staff explored ways to expedite the registration process for former and non-practicing pharmacy professionals. In addition, staff also explored options for registering applicants who are eligible under the "limited pharmacist" and "student pharmacist" classes of registration to help assist in pharmacies within their scope of practice.

Section 45 of the *HPA* Bylaws ("the Bylaws") allows the College to grant temporary registration to an eligible person under a declared emergency. For this to occur, section 45(1)(a) of the Bylaws requires the Registrar to declare an emergency in accordance with the criteria established by the Board. In addition, the Bylaws specify that only persons who are currently registered in another jurisdiction in Canada or the United States as the equivalent of a full pharmacist or a pharmacy technician are eligible to apply. Further, the applicant must provide evidence of their current registration satisfactory to the registration committee, and complete Form 4D or Form 7C for pharmacists or pharmacy technicians, respectively.

Discussion

Criteria under which an Emergency can be Declared by the Registrar to Enable Temporary Registration

As noted above, under the current Bylaws, temporary registration can be granted only if "an emergency has been declared by the registrar in accordance with criteria established by the board (*HPA* Bylaws*,* s. 45(1)(a))." However, currently no existing criteria has been established by the Board pursuant to section 45(1)(a). To address this gap in legislation, proposed amendments to the Bylaws have been drafted to include criteria under which temporary registration can be granted to under the current pandemic.

Allowing Former, Non-Practicing and Other Eligible Applicants to Apply for Temporary Registration

Currently the Bylaws only persons registered in another jurisdiction in Canada or the United States are eligible for temporary registration. However, during a pandemic, other jurisdictions are expected to experience a similar shortage in pharmacy professionals. To address the anticipated shortage in BC, staff and legal counsel recommend allowing temporary registration for former (retired) and non-practising pharmacy professionals, and ensuring existing registrants of certain classes (i.e., limited and student pharmacists) are able to continue practicing despite circumstances outside of their control (e.g., cancellation of the national qualifying exams). Therefore, a set of proposed bylaws amendments are recommended to allow the following persons to apply for temporary registration (Appendix 1-2):

- Former registrants and non-practicing registrants who were last registered as a full pharmacist or pharmacy technician in the past three years as "temporary pharmacist" or "temporary pharmacy technician" as applicable (the three year limit was in accordance with the duration of results validity for Jurisprudence Examination and Structured Practical Training set out in the Registration Committee Policy-10); and
- Eligible applicants as "temporary limited pharmacist" or "temporary student pharmacists".

The following amendments are also proposed:

- The existing practice limitation for limited and student registrants (e.g., require supervision by a full pharmacist) will still apply under the proposed bylaw amendments.
- To provide flexibility, the proposed amendment allows the registrar to waive certain application requirements (i.e., fees).

A corresponding revised form has also been drafted, and will be approved by the Registrar and do not require Board approval. This form will also be sent to the Ministry of Health for filing.

Proposed Application Requirements for Temporary Registration

The application requirements proposed under temporary registration has been reviewed to reduce potential barriers, and to expedite the application process. The recommended proposed requirements are outlined below.

1. **Application form:** The form has been streamlined to obtain only essential information.
2. **Application fee**: There is currently no application fee for temporary registration. Only a CRC fee will be applicable which can be waived by the registrar.
3. **Criminal record check authorization**: The *HPA* requires applicants to authorize a criminal record check (CRC) for registration. The College currently waits for the result of the CRC before registering an applicant. Instead of waiting for the results, the College plans to grant the registration once the CRC has been authorized. The *HPA* is explicit that the applicant only needs to authorize the CRC and there are other regulatory mechanisms to handle a CRC that is not clear (i.e., referral to the Inquiry Committee) whereby the registration can be cancelled, suspended or limits and conditions placed on it. This expedited process aligns with the current requirement under *HPA* and *HPA* Bylaws.
4. **Registration and standing in another jurisdiction**: A Letter of Standing is required for those applicants who are registered in another jurisdiction in Canada or in the United States. The College will verify an applicant's registration status online and will only require a Letter of Standing or email confirmation from the pharmacy regulatory authority if online verification is unavailable.
5. **Confirmation of identity and authorization to work in Canada**: Former and non-practising registrants, and those who have pre-registered with the College will not be required to provide evidence to confirm identity and authorization to work in Canada (if applicable) as the College has this information in the database. Only those who have never been pre-registered/registered with the College will be required to provide government issued identification to confirm their identity and their authorization to work in Canada, if applicable.
6. **Professional liability insurance**: The College has made arrangements with the BC Pharmacy Association to minimize the financial barrier for professional liability insurance, and to expedite the process[1].
7. **Drug Administration Certification:** Currently, the Bylaws permits a temporary pharmacist to apply for drug administration certification. In the proposed amendments, applicants may transfer their drug administration certification from another jurisdiction through an attestation by the applicant and verification by the College. Former and non-practising or other applicants may recertify their drug administration certification if they have administered a drug by injection or intranasal route in the past 3 years. If

[1] BCCNP and CPSBC require professional liability insurance for their temporary/emergency registration (CPSBC *Bylaws* s. 4-10 and BCCNP *Bylaws* s. 361).

their transferring certification or recertification does not include intranasal, the applicant will be allowed to administer drugs by injection only.

Improving Flexibility with the Temporary Registration Duration

Currently, temporary registration is valid for a period of up to 90 days and can be renewed only once for an additional period of up to 90 days, which is a maximum of 180 days (~6 months). If the COVID-19 pandemic lasts for a period longer than 180 days, many pharmacy professionals supporting the pandemic under temporary registration would need to be registered under the regular registration processes (e.g., require fees, additional application process, and continuing education requirements). Two potential options were considered to address this:

- To allow the Registrar or the Registration Committee to determine the appropriate end date of the temporary registration; and
- To create a set of provisions to allow the Registration Committee to determine the end date and to cancel the temporary registration at a time associated with the end of the emergency.

The College of Physicians and Surgeons took the first approach in granting temporary registration to certain registrant classes and the BC College of Nursing Professionals took the second approach.

Option one is recommended as this option provides the Registrar or the Registration Committee the flexibility to issue temporary registration for a duration appropriate to the emergency.

Next Steps

- If approved by the Board, submit proposed amendments to the *HPA* Bylaws to the Ministry of Health (with a request to shorten the public posting period);
- Publicly post the *HPA* bylaw amendments (for the time period approved by the Minister of Health) on the College's website;
- After the public posting period ends, request the Board's approval to file the amendments; and,
- Develop and implement communications on the amendments.

Guiding Questions

When reviewing the proposed amendments, the Board is asked to consider:

- Do the proposed amendments clearly outline criteria for granting temporary registration under a declared emergency?
- Is there anything unclear, ambiguous, or unnecessary in the proposed Bylaw?
- Is there anything missing from the proposed Bylaws?

Recommendation

It is recommended that the Board approve the proposed amendments to the *the Health Professions Act* Bylaws to grant temporary registration under a declared emergency (Appendix 1 and 2).

Appendix	
1	*HPA Bylaws* (proposed amendments)
2	*HPA Bylaws* (clean)

Health Professions Act – BYLAWS

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Definitions

1. In these bylaws:

"*Act*" means the *Health Professions Act*;

"appointed board member" means

(a) a person appointed to the board under section 17(3)(b) of the *Act,* or

(b) prior to the first election referred to in section 17(2)(a) of the *Act*, a person appointed under section 17(2)(a) of the *Act* to represent the public on the first board;

"ballot" means an electronic ballot;

"board" means the board of the college;

"board member" means an appointed board member or an elected board member;

"chair" means the chair of the board elected under section 12;

"child-resistant package" means a package that complies with the requirements of the Canadian Standards Association Standard CAN/CSA-Z76.1-06, published in 2006 as amended from time to time;

"controlled drug substance" means a drug which includes a controlled substance listed in Schedule I, II, III, IV or V of the *Controlled Drugs and Substances Act* (Canada);

"controlled prescription program" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act* Bylaws*;*

"college" means the College of Pharmacists of British Columbia continued under section 15.1(4) of the *Act*;

"deliver" with reference to a notice or other document, includes mail by post or electronically to, or leave with a person, or deposit in

a person's mailbox or receptacle at the person's residence or place of business;

"director" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"dispense" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act;*

"drug" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"elected board member" means a full pharmacist board member or a pharmacy technician board member;

"electronic initial" means

(a) information in electronic form that a person has created or adopted in order to initial a record, other than with respect to a prescription initialed by a full pharmacist for the purpose of prescribing, that is in, attached to or associated with a record, is secure and is only reproducible and used by that person; and

(b) with respect to a prescription initialed by a full pharmacist for the purpose of prescribing, the electronic initial must meet the requirements of paragraph (a) and must be a unique mark personally applied by that pharmacist;

"examination" means an examination, given orally or in writing, or a practical examination, or any combination of these, and includes a supplemental examination;

"full pharmacist" means a member of the college who is registered in the class of registrants established in section 41(a);

"full pharmacist board member" means

(a) a full pharmacist elected to the board under section 17(3)(a) of the *Act* or appointed to the board under section 10, or

(b) prior to the first election referred to in section 17(2)(a) of the *Act*, a person appointed under section 17(2)(a) of the *Act* to represent the health profession on the first board;

"hospital" has the same meaning as in section 1 of the *Hospital Act*;

"in good standing" in respect of a registrant means

(a) the registration of the registrant is not suspended under the *Act*, and

(b) no limits or conditions are imposed on the registrant's practice of pharmacy under section 20(2.1), 20(3), 32.2, 32.3, 33, 35, 36, 37.1, 38, 39, or 39.1 of the *Act*;

"initial" on a record means either an original handwritten initial or an electronic initial;

"limited pharmacist" means a member of the college who is registered in the class of registrants established in section 41(b);

"manager" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"medication" has the same meaning as "drug";

"non-practising pharmacist" means a member of the college who is registered in the class of registrants established in section 41(f);

"owner" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"personal information" means "personal information" as defined in Schedule 1 of the *Freedom of Information and Protection of Privacy Act*;

"pharmacy assistant" has the same meaning as "support person" in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"pharmacy services" means the services a registrant is authorized under the *Act* to provide;

"pharmacy technician" means a member of the college who is registered in the class of registrants established in section 41(e);

"pharmacy technician board member" means a pharmacy technician elected to the board under section 17(3)(a) of the *Act* or appointed to the board under section 10;

"practising pharmacist" means a full pharmacist, limited pharmacist, temporary pharmacist or student pharmacist;

"practitioner" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"prescription" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"public representative" means a person who

(a) is not a registrant or former registrant, and

(b) has no close family or business relationship with a registrant or former registrant,

and includes an appointed board member;

"quality assurance assessor" means an assessor appointed under section 26.1(4) of the *Act*;

"record" has the same meaning as in section 1 of the *Pharmacy Operations* and *Drug Scheduling Act* Bylaws;

"Regulation" means the Pharmacists Regulation, B.C. Reg. 417/2008;

"signature" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act* Bylaws;

"student pharmacist" means a member of the college who is registered in the class of registrants established in section 41(d);

"temporary pharmacist" means a member of the college who is registered in the class of registrants established in section 41(c);

"vice-chair" means the vice-chair of the board elected under section 12 of the *Act*;

PART I – College Board, Committees and Panels

Composition of Board

2. The board consists of

(a) 7 full pharmacist board members,

(b) 1 pharmacy technician board member, and

(c) the appointed board members.

Composition of the Board – Transitional

2.1 Despite section 2, until the start of the November 2010 board meeting, the board consists of

(a) 7 full pharmacist board members, and

(b) the appointed board members

Electoral Districts

3. (1) For the purpose of elections of full pharmacist board members under section 17(3)(a) of the *Act*, electoral districts are established as follows:

(a) the province of British Columbia is divided into 7 electoral districts, the boundaries of which are set out in Schedule "B";

(b) the number of full pharmacist board members elected from each electoral district is 1;

(c) electoral district boundaries described in paragraph (a) may be changed only by special resolution amending Schedule "B";

(d) a full pharmacist who has only 1 place of practice which is not a hospital must be assigned to an electoral district from among Districts 1 to 5, according to the location of the full pharmacist's place of practice;

(e) a full pharmacist who has only 1 place of practice which is a hospital must be assigned to District 6 or 7, according to the location of the hospital;

(f) a full pharmacist who practices in more than 1 electoral district must be assigned to the electoral district in which the full pharmacist's primary place of practice is located;

(g) a full pharmacist who does not practice must be assigned to the electoral district within which he or she resides.

(2) For the purpose of election of pharmacy technician board members under section 17(3)(a) of the *Act*, the electoral district is the province of British Columbia.

Notice of Election

4. (1) An election under section 17(3)(a) of the *Act* must be held by electronic means approved by the registrar, at a date determined by the registrar that is at least 21 days prior to the date of the November board meeting in each year that an election is held.

(2) The registrar must deliver a notice of election in Form 1 to every full pharmacist and pharmacy technician assigned to the electoral districts which are to elect board members in the election, at least 60 days prior to the election date.

(3) The accidental omission to deliver notice of an election to, or the non-receipt of such a notice, by any person entitled to receive notice does not invalidate the election, any proceedings in relation thereto, or the results thereof.

Eligibility and Nominations

5. (1) To be eligible for election to the board under section 17(3)(a) of the *Act*, a registrant must be

(a) a full pharmacist or pharmacy technician,

(b) in good standing, and

(c) assigned to the electoral district in which he or she is nominated.

(2) A full pharmacist or pharmacy technician is not eligible to be elected to the board if he or she is employed by the college or is engaged in a contract or assignment providing goods or services to the college.

(3) A nomination for a full pharmacist board member must be endorsed by 3 full pharmacists who are in good standing and are assigned to the electoral district in which the nominee is standing for election.

(4) A nomination for a pharmacy technician board member must be endorsed by 3 pharmacy technicians who are in good standing.

(5) A nomination must be delivered to the registrar at least 45 days prior to the election date.

(6) A nomination must be in Form 2.

Election Procedure

6. (1) If there is only 1 nominee for a vacant position at the close of nominations, the nominee for that position is elected by acclamation.

(2) Only full pharmacists and pharmacy technicians, who are in good standing, are eligible to vote in an election under section 17(3)(a) of the *Act.*

(3) A full pharmacist or pharmacy technician eligible to vote under subsection (2) is eligible to vote only in the electoral district to which he or she is assigned for an election.

(4) The registrar must deliver to each full pharmacist and pharmacy technician who is eligible to vote the instructions for voting electronically in the election at least 30 days prior to the election date.

(5) Each full pharmacist and pharmacy technician who is eligible to vote is entitled to 1 ballot and may vote in favour of 1 candidate for the vacant position.

(6) A ballot does not count unless it is cast no later than 5:00 p.m. Pacific Time on the election date.

(7) The candidate for a vacant position receiving the most votes on the return of the ballots is elected.

(8) In the case of a tie vote, the registrar must select the successful candidate by random draw.

(9) In the event that there are no nominees for a vacant position, the board may fill the vacant position in accordance with section 10.

(10) The registrar must supervise and administer all elections under section 17(3)(a) of the *Act* and may establish additional procedures consistent with these bylaws for that purpose.

(11) The registrar may determine any dispute or irregularity with respect to any nomination, ballot or election.

(12) The registrar must use Form 3 to certify newly elected members of the board under section 17.1(1) of the *Act*.

(13) If there is an interruption of electronic service during the nomination period or election, the registrar may extend the deadline for delivery of nominations or casting of ballots for such period of time as the registrar considers necessary in the circumstances.

Terms of Office

7. (1) The term of office for an elected board member is 3 years, commencing at the start of the November board meeting following that board member's election.

(2) An elected board member may serve a maximum of 2 consecutive terms.

(3) Subsections (1) and (2) do not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

Election Cycle

7.1 Commencing with the 2018 elections, elections shall follow a three-year cycle, pursuant to which board members from even-numbered electoral districts are elected in the first year of the cycle, board members from odd-numbered electoral districts are elected in the second year of the cycle, and no election is held in the third year of the cycle.

Ceasing to Hold Office as a Board Member

8. (1) An elected board member ceases to hold office if he or she

(a) ceases to be a full pharmacist or pharmacy technician, in good standing,

(b) submits a written resignation to the chair,

(c) becomes an employee of the college or engaged in a contract or assignment providing goods or services to the college,

(d) is removed by a special resolution of the board, if notice of the proposal to remove the elected board member has been included with the notice of the board meeting, or

(e) is absent from 3 or more consecutive board meetings for reasons which the board finds unacceptable.

(2) Subsection (1) does not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

First Election and Terms of Office

9. Despite section 7(1) and (3), the term of office for the first elected full pharmacist board members from Districts 2, 4 and 6 is 1 year, commencing at the start of the November 2009 board meeting.

Vacancy

10. (1) In the event of a vacancy in an elected board member position, the board may, by special resolution, appoint a full pharmacist or pharmacy technician, as applicable, eligible under section 5 for election to fill the position until the next election.

(2) Subsection (1) does not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

Remuneration of Board and Committee Members

11. All board members and committee members are equally entitled to be

(a) remunerated for time spent on business of the college in the amount approved by the board from time to time, and

(b) reimbursed by the college for reasonable expenses necessarily incurred in connection with the business of the college.

Chair and Vice-Chair

12. (1) The chair must

(a) preside at all board meetings,

(b) sign certificates, diplomas and other instruments executed on behalf of the college as required, and

(c) act in accordance with the requirements of his or her office for the proper carrying out of the duties of the board.

(2) At the November board meeting in each calendar year, the board members must elect a chair by a majority vote in accordance with the following procedure:

(a) the acting chair for the meeting must call for nominations;

(b) if there is only 1 nominee, he or she is elected by acclamation;

(c) if there is more than 1 nominee, an election must be held by secret ballot, and the person with the most votes is elected;

(d) if there is a tie vote, there must be a second vote immediately following the first vote;

(e) if there is a second tie vote, the new chair must be selected by random draw.

(3) The chair's term of office as chair is 1 year, commencing at the election of the vice-chair under subsection (4), and ending at the start of the November board meeting in the next calendar year.

(4) Immediately following the election of the chair under subsection (2), the board members must elect a vice-chair by a majority vote in accordance with the procedure set out in subsection (2).

(5) The vice-chair's term of office as vice-chair is 1 year, commencing at his or her election under subsection (4), and ending at the start of the November board meeting in the next calendar year.

(6) The vice-chair must perform the duties of the chair in the chair's absence.

(7) In the absence of both the chair and the vice-chair, an acting chair for a board meeting must be elected by a majority vote of the board members present.

(8) Despite subsections (2) to (5), the board members must elect a chair and vice-chair in accordance with the procedure set out in subsection (2), each to serve a term ending at the start of the November 2009 board meeting.

Board Meetings

13. (1) The board must meet at least 4 times in each calendar year, including one meeting in November, and must provide reasonable notice of board meetings to board members, registrants and the public.

(2) The accidental omission to deliver notice of a board meeting to, or the non-receipt of a notice by, any person entitled to receive notice does not invalidate proceedings at that meeting.

(3) Despite subsection (1), the chair or registrar may call a meeting of the board without providing notice to registrants or the public if necessary to conduct urgent business.

(4) The registrar must call a board meeting at the request of the chair or any 3 board members.

(5) The registrar must provide the following to members of the public on request:

(a) details of the time and place of a board meeting;

(b) a copy of the agenda;

(c) a copy of the minutes of any preceding board meeting.

(6) Subject to subsection (7), board meetings must be open to registrants and the public.

(7) The board may exclude any person from any part of a board meeting if it is satisfied that

(a) financial, personal or other matters may be disclosed of such a nature that the desirability of avoiding public disclosure of them in the interest of any person affected or in the public interest outweighs the desirability of adhering to the principle that meetings be open to the public,

(b) a person involved in a criminal proceeding or civil suit or proceeding may be prejudiced,

(c) personnel matters or property acquisitions will be discussed,

(d) the contents of examinations will be discussed,

(e) communications with the Office of the Ombudsman will be discussed, or

(f) instructions will be given to or opinions received from legal counsel for the college, the board, or a committee.

(8) If the board excludes any person from a part of a board meeting, it must have its reasons for doing so noted in the minutes of the meeting.

(9) The registrar must ensure that minutes are taken at each board meeting and retained on file, and must publish them on the college website.

(10) A majority of the total number of board members constitutes a quorum.

(11) The chair is entitled to vote on all motions, and is also entitled to speak in debate, but not in preference to other board members.

(12) A written resolution signed by all board members is valid and binding and of the same effect as if such resolution had been duly passed at a board meeting.

(13) In case of an equality of votes the chair does not have a casting or second vote in addition to the vote to which he or she is entitled as a board member and the proposed resolution does not pass.

(14) The board may meet and conduct business using video-conferencing or tele-conference connections or by other electronic means when some or all of the board members are unable to meet in person.

(15) Except as otherwise provided in the *Act*, the regulations, or these bylaws, the most recent edition of Robert's Rules of Order governs the procedures at meetings of the board.

Registration Committee

14. (1) The registration committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the registration committee must consist of public representatives, at least one of whom must be an appointed board member.

Inquiry Committee

15. (1) The inquiry committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the inquiry committee must consist of public representatives, at least one of whom must be an appointed board member.

Practice Review Committee

15.1 (1) The practice review committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the practice review committee must consist of public representatives, at least one of whom must be an appointed board member.

(3) The practice review committee is responsible for monitoring standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice amongst registrants.

(4) The practice review committee may receive reports made to the registrar, inquiry committee or discipline committee in respect of

(a) matters specified in section 17(1) of the *Pharmacy Operations and Drug Scheduling Act,* including without limitation reports under section 18 of that Act, and

(b) matters specified in section 28(1) of the *Health Professions Act*, including without limitation reports under section 28(3) of that Act.

(5) Upon receipt of a report described in subsection (4), the practice review committee may

(a) review the report, and

(b) as it considers appropriate in the circumstances, refer a matter arising from that review to the inquiry committee, quality assurance committee or registrar.

Application Committee

15.2 (1) The application committee within the meaning of section 1 of the *Pharmacy Operations and Drug Scheduling Act [SBC 2003] c.77* is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the application committee must consist of public representatives, at least one of whom must be an appointed board member.

Discipline Committee

16. (1) The discipline committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the discipline committee must consist of public representatives, at least one of whom must be an appointed board member.

Quality Assurance Committee

17. (1) The quality assurance committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the quality assurance committee must consist of public representatives, at least one of whom must be an appointed board member.

Drug Administration Committee

18. (1) The drug administration committee is established consisting of at least 4 and no more than 7 persons appointed by the board.

(2) The committee must include

(a) one full pharmacist,

(b) one medical practitioner confirmed by the College of Physicians and Surgeons of British Columbia as suitable for membership on the committee,

(c) one registered nurse confirmed by the College of Registered Nurses of British Columbia as suitable for membership on the committee, and

(d) one person nominated by the Ministry of Health Services.

(3) The drug administration committee

(a) must review, develop and recommend to the board standards, limits and conditions respecting the performance by practising pharmacists of restricted activities under section 4(1) (c.1) of the Regulation for the purposes of preventing diseases, disorders and conditions, and

(b) may

(i) review the role of practising pharmacists in regard to the performance of restricted activities under section 4(1) (c.1) of the Regulation, and

(ii) make recommendations to the board, for submission to the Ministry of Health Services, respecting the standards, limits and conditions for practice and any other requirements it considers necessary or appropriate to support the performance by practising pharmacists of restricted activities under section 4(1) (c.1) of the Regulation for the purposes of treating diseases, disorders and conditions.

(4) The committee may consult, as it considers necessary or appropriate, with registrants or other individuals who have expertise relevant to drug administration or on any other matter considered by the committee.

Committees

19. (1) A person appointed to a committee established under these bylaws

(a) serves for a term determined by the board not exceeding 3 years, and

(b) is eligible for reappointment but may not serve for more than 6 consecutive years.

(2) A committee member may be removed by a majority vote of the board.

(3) The board must appoint a committee chair and a committee vice-chair from among the members of the committee.

(4) Each committee must submit a report of its activities to the board annually or as required by the board.

(5) The registrar is an ex officio non-voting member of the committees established under these bylaws.

(6) The chair is a non-voting ex-officio member of all committees, except in respect of a committee to which he or she has been appointed under these bylaws, in which case he or she has the right to vote.

Committee Panels

20. (1) The registration committee, inquiry committee, practice review committee, application committee, discipline committee and quality assurance committee may meet in panels of at least 3 but not more than 5 persons, and each panel must include at least 1/3 public representatives.

(2) The chair of a committee referred to in subsection (1) must appoint the members of a panel and must designate a chair of the panel.

(3) A panel of a committee referred to in subsection (1) may exercise any power or perform any duty of that committee.

Meetings of a Committee or Panel

21. (1) A majority of a committee constitutes a quorum.

(2) All members of a panel constitute a quorum.

PART II – College Administration
Registrar/Deputy Registrar

22. (1) The registrar is authorized to establish, by bylaw, forms for the purposes of the bylaws, and to require the use of such forms by registrants.

(2) If a deputy registrar is appointed by the board,

(a) the deputy registrar is authorized to perform all duties and exercise all powers of the registrar, subject to the direction of the registrar, and

(b) if the registrar is absent or unable to act for any reason, the deputy registrar is authorized to perform all duties and exercise all powers of the registrar.

Seal

23. (1) The board must approve a seal for the college.

(2) The seal of the college must be affixed, by those persons designated by the board, to the documents determined by the board.

Fiscal Year

24. The fiscal year of the college commences on March 1st and ends on the last day of February of the following year.

Banking

25. The board must establish and maintain such accounts with a chartered bank, trust company or credit union as the board determines to be necessary from time to time.

Payments and Commitments

26. The board must approve an operating and capital budget for each fiscal year, and may amend the approved budget from time to time.

Investments

27. The board may invest funds of the college in accordance with the board's investment policy which must be consistent with sections 15.1 and 15.2 of the *Trustee Act.*

Auditor

28. (1) The board must appoint a chartered accountant or a certified general accountant to be the auditor.

(2) The registrar must submit the financial statement to the auditor within 60 days of the end of the fiscal year.

(3) A copy of the auditor's report must be included in the annual report.

Legal Counsel

29. The board or, with the approval of the registrar, a committee or panel, may retain legal counsel for the purpose of assisting the board, a committee or a panel in exercising any power or performing any duty under the *Act*.

General Meetings

30. (1) General meetings of the college must be held in British Columbia at a time and place determined by the board.

(2) The first annual general meeting must be held before October 1, 2010, and after that an annual general meeting must be held at least once in every calendar year and not more than 20 months after the holding of the last preceding annual general meeting.

(3) The following matters must be considered at an annual general meeting:

(a) the financial statements of the college;

(b) the annual report of the board;

(c) the report of the auditor.

(4) Every general meeting, other than an annual general meeting, is an extraordinary general meeting.

(5) The board

(a) may convene an extraordinary general meeting by resolution of the board, and

(b) must convene an extraordinary general meeting within 60 days after receipt by the registrar of a request for such a meeting signed by at least ten percent of all full pharmacists and pharmacy technicians, who are in good standing.

Notice of General Meetings

31. (1) The registrar must deliver notice of an annual or extraordinary general meeting to every board member and registrant at least 21 days prior to the meeting.

(2) Notice of a general meeting must include

(a) the place, day and time of the meeting,

(b) the general nature of the business to be considered at the meeting,

(c) any resolutions proposed by the board, and

(d) any resolutions proposed under section 32 and delivered to the registrar prior to the mailing of the notice.

(3) The accidental omission to deliver notice of a general meeting to, or the non-receipt of a notice by, any person entitled to receive notice does not invalidate proceedings at that meeting.

(4) General meetings must be open to the public.

(5) The registrar must

(a) provide reasonable notice of each general meeting to the public, and

(b) provide to members of the public on request a copy of the notice given under subsection (1) in respect of the meeting.

Resolutions

32. Any 3 full pharmacists or pharmacy technicians, who are in good standing, may deliver a written notice to the registrar at least 60 days prior to the date of an annual or an extraordinary general meeting requesting the introduction of a resolution.

Voting at a General Meeting

33. (1) A full pharmacist or pharmacy technician present at a general meeting is entitled to 1 vote at the meeting.

(2) In case of an equality of votes the chair of the general meeting does not have a casting or second vote in addition to the vote to which he or she is entitled as a full pharmacist or pharmacy technician, if any, and the proposed resolution does not pass.

(3) Except as these bylaws otherwise provide, the most recent edition of Robert's Rules of Order governs the procedures at an annual or extraordinary general meeting.

(4) A resolution passed at an annual or extraordinary general meeting is not binding on the board.

Proceedings at General Meetings

34. (1) Quorum is 25 registrants consisting of full pharmacists or pharmacy technicians, or both.

(2) No business, other than the adjournment or termination of the meeting, may be conducted at a general meeting at a time when a quorum is not present.

(3) If at any time during a general meeting there ceases to be a quorum present, business then in progress must be suspended until there is a quorum present.

(4) In the case of a general meeting other than an extraordinary general meeting under section 30(5)(b),

(a) if there is no quorum within 30 minutes from the time appointed for the start of the meeting, or

(b) if there is no quorum within 30 minutes from any time when there is no quorum during the meeting,

the meeting must be adjourned to one month later, at the same time and place, and those full pharmacists and pharmacy technicians who attend that later meeting will be deemed to be a quorum for that meeting.

(5) In the case of an extraordinary general meeting under section 30(5)(b),

(a) if there is no quorum within 30 minutes from the time appointed for the start of the meeting, or

(b) if there is no quorum within 30 minutes from any time when there is no quorum during the meeting,

the meeting must be adjourned and cancelled and no further action may be taken in respect of the request under section 30(5)(b) for that meeting.

(6) In the absence of both the chair and the vice-chair of the board, an acting chair for a general meeting must be elected by a majority vote of the full pharmacists and pharmacy technicians present.

(7) A general meeting may be adjourned from time to time and from place to place, but no business may be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

(8) When a meeting is adjourned in accordance with subsection (4) or by resolution, notice of the rescheduled meeting must be delivered in accordance with section 31.

Notice to Public Representatives

35. Every notice or mailing to registrants must also be provided to public representatives serving on the board or a committee.

PART III – College Records

Body Responsible for Administering the *Freedom of Information and Protection of Privacy Act*

36. (1) The registrar is the “head” of the college for the purposes of the *Freedom of Information and Protection of Privacy Act.*

(2) The registrar may authorize the deputy registrar, a person employed by the college or a person who has contracted to perform services for the college to perform any duty or exercise any function of the registrar that arises under the *Freedom of Information and Protection of Privacy Act.*

Fees for Information Requests

37. Subject to section 75 of the *Freedom of Information and Protection of Privacy Act*, an applicant who requests access to a college record under section 5 of the *Freedom of Information and Protection of Privacy Act* must pay the fees set out in the Schedule

of Maximum Fees in B.C. Reg. 323/93 for services required to comply with the information request.

Disclosure of Annual Report

38. The registrar must make each annual report under section 18(2) of the *Act* available electronically and free of charge on the college website, must notify registrants that the report is available, and must provide a paper copy of the report to any person on request upon payment of the fee set out in Schedule "D".

Disclosure of Registration Status

39. (1) If an inquiry about the registration status of a person is received by the board or the registrar, the registrar must disclose, in addition to the matters required by section 22 of the *Act*,

(a) whether the discipline committee has ever made an order relating to the person under section 39 of the *Act* and the details of that order,

(b) whether the person has ever consented to an order under section 37.1 of the *Act* and the details of that order, and

(c) whether the person has ever given an undertaking or consented to a reprimand under section 36 of the *Act* and the details of that undertaking or reprimand.

(2) When acting under subsection (1), the registrar must not release the name of, or information which might enable a person to identify

(a) a patient, or

(b) another person, other than the registrant, affected by the matter,

except with the consent of the patient or the other person.

Manner of Disposal of College Records Containing Personal Information

40. The board must ensure that a college record containing personal information is disposed of only by

(a) effectively destroying a physical record by utilizing a shredder or by complete burning,

(b) erasing information recorded or stored by electronic methods on tapes, disks or cassettes in a manner that ensures that the information cannot be reconstructed,

(c) returning the record to the person the information pertains to, or

(d) returning the record to the registrant who compiled the information.

PART IV – Registration
Classes of Registrants

41. The following classes of registrants are established:

(a) full pharmacist;

(b) limited pharmacist;

(c) temporary ~~registrant~~pharmacist;

(d) temporary limited pharmacist;

(e) temporary student pharmacist;

~~(e)~~(f) temporary pharmacy technician;

~~(d)~~(g) student pharmacist;

~~(e)~~(h) pharmacy technician;

~~(f)~~(i) non-practising registrant.

Full Pharmacist Registration

42. (1) For the purposes of section 20(2) of the *Act*, the requirements for full pharmacist registration are

(a) graduation with a degree or equivalent qualification from a pharmacy education program recognized by the board for the purpose of full pharmacist registration and specified in Schedule "C",

(b) successful completion of the jurisprudence examination required by the registration committee,

(c) successful completion of an English language proficiency examination acceptable to the registration committee, if the person has not graduated from a pharmacy education program in Canada or the United States accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmacy Education,

(d) successful completion of the structured practical training required by the registration committee, if any,

(e) successful completion of the Pharmacy Examining Board of Canada Evaluating Examination, if the person has not graduated from a pharmacy education program in Canada or the United States accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmacy Education,

(f) successful completion of the Pharmacy Examining Board of Canada Qualifying Examination - Part I and Part II,

(g) evidence satisfactory to the registration committee that the person is of good character and fit to engage in the practice of pharmacy, and

(h) receipt by the registrar of

(i) a signed application for full pharmacist registration in Form 4,

(ii) the application fee specified in Schedule "D",

(iii) a notarized copy, or other evidence satisfactory to the registration committee, of the person's degree or equivalent qualification, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) if applicable, the fee for the jurisprudence examination specified in Schedule "D",

(vi) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(vii) if the person has engaged in the practice of pharmacy or another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(viii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(ix) a certified passport size photograph of the person taken within one year prior to the date of application,

(x) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada, and

(xi) proof of professional liability insurance as required under section 81.

(1.1) If an applicant for registration does not complete the requirements for full registration in subsection (1) within 12 months from the date of application, the applicant must provide

(a) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of full registration, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession, and

(b) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada.

(2) Despite subsection (1), the person may be granted full pharmacist registration if he or she

(a) is registered in another Canadian jurisdiction as the equivalent of a full pharmacist and has provided notarized evidence, or other evidence satisfactory to the registration committee, of such registration and that he or she is the person named therein, and

(b) meets the requirements established in subsection (1)(g) and (h)(i) to (iv) and (vi) to (xi).

(3) Despite subsection (1), the registration committee has discretion, in satisfying itself under section 20 of the *Act* that the person meets the conditions or requirements for registration as a full pharmacist member of the college, to consider whether the person's knowledge, skills and abilities are substantially equivalent to the standards of academic or technical achievement and the competencies or other qualifications established in subsection (1)(a), and to grant full pharmacist registration on that basis, if the person also meets the requirements established in subsection (1)(b) to (h).

(4) A full pharmacist may use only the abbreviation "R.Ph.".

(5) A full pharmacist must not

(a) delegate any aspect of practice to a pharmacy technician, or

(b) authorize a pharmacy technician to perform or provide any aspect of practice under supervision.

Certification of Practising Pharmacists for Drug Administration

43. (1) A practising pharmacist may apply to the registrar under this section for certification that the practising pharmacist is qualified and competent to perform a restricted activity under section 4(1) (c.1) of the Regulation.

(2) The registrar must grant certification under this section if the practising pharmacist has

(a) provided evidence satisfactory to the registrar that the practising pharmacist has

(i) successfully completed within the year prior to application an education program in drug administration, approved by the board for the purposes of section 4.1(c) of the Regulation and specified in Schedule “C”,

(ii) a current certificate in cardiopulmonary resuscitation from a program approved by the board and specified in Schedule “C”, and

(iii) a current certificate in first aid from a program approved by the board and specified in Schedule “C”,

(b) submitted a signed application for certification in Form 13, and

(c) paid the fee specified in Schedule “D”.

(3) If certification is granted under this section, the registrar must enter a notation of certification for drug administration in the register in respect of the practising pharmacist.

(4) To maintain certification under this section, a practising pharmacist must declare upon registration renewal

(a) that he or she has successfully completed a continuing education program in drug administration approved by the board and specified in Schedule “C” if an injection has not been administered in the preceding three years, and

(b) that he or she has successfully completed a continuing education program in administering a drug by intranasal route approved by the board and specified in Schedule “C” if a drug has not been administered by intranasal route in the preceding three years, and

(c) maintain current certification in cardiopulmonary resuscitation from a program approved by the board and specified in Schedule “C”, and

(d) maintain current certification in first aid from a program approved by the board and specified in Schedule “C”.

(5) The registrar must remove a practising pharmacist’s notation of certification from the register if the practising pharmacist fails to meet any of the requirements in subsection (4), and the practising pharmacist must not again perform a restricted activity under section 4(1) (c.1) of the Regulation until

(a) the requirements in subsection (4) are met to the satisfaction of the registrar, and

(b) the registrar has re-entered a notation of certification for drug administration in the register in respect of the practising pharmacist.

Intranasal Drug Administration

43.1 A practising pharmacist who has been certified under section 43(1) must complete the program specified in Schedule C on intranasal drug administration prior to administering an intranasal drug.

Limited Pharmacist Registration

44. (1) An applicant under section 42 or 52 may be granted limited pharmacist registration for a period of up to one year if

(a) the applicant

(i) does not meet the requirements established in section 42(1)(b)(c)(e) and (f) or (3), or section 52(2)(a) and (c), as applicable,

(ii) meets the requirements established in section 42(1)(d), or section 52(2)(b), as applicable, and

(iii) is capable, in the opinion of the registration committee, of practising as a limited pharmacist without any risk to public health and safety, or

(b) the applicant

(i) meets the requirements established in section 42(1)(b)(c)(e) and (f) or (3), or section 52(2)(a) and (c), as applicable,

(ii) does not meet the requirements established in section 42(1)(d), or section 52(2)(b), as applicable, and

(iii) is capable, in the opinion of the registration committee, of practising as a limited pharmacist without any risk to public health and safety.

(2) Limited pharmacist registration may be renewed twice, but in any case, the total period of registration in this class must not exceed 3 years.

(3) Full pharmacist registration may be granted to a limited pharmacist who has met all the requirements in section 42(1) or (3), or section 52, as applicable.

(4) A limited pharmacist may provide pharmacy services as if he or she is a full pharmacist, but only under the supervision of a full pharmacist approved by the registration committee for that purpose.

(5) A limited pharmacist must not delegate any aspect of practice.

(6) A limited pharmacist may use only the title “pharmacist (limited)” and must not use any abbreviations.

Temporary Registration

45. (1) Despite sections 42, 44, 46 and 47, a person may be granted temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, or temporary pharmacy technician registration, for a period of up to 90 days, if

(a) an emergency has been declared by the registrar in accordance with criteria established by or the board declares there is immediate need for pharmacy services due to an actual or potential threat of serious harm to public safety, health, or welfare, or

(b) at the request of the Federal Minister of Health or the Provincial Health Officer.

(2) (b) For the purposes of section 20(2) of the *Act*, to be granted temporary pharmacist or temporary pharmacy technician registration, an applicant the person must:

(i)(a) is registeredhold registration in another jurisdiction in Canada or the United States as the equivalent of a full pharmacist or a pharmacy technician that is not subject to any practice limitations, restrictions or conditions in that jurisdiction, and

(ii) has provided notarized evidence, or other evidence satisfactory to the registration committee, of such registration and that the person is the person named therein; or.

(b) be a former registrant whose registration has not been suspended, cancelled, or subject to any practice limitations, restrictions or conditions under the *Act,* and who was last registered as a full pharmacist or pharmacy technician no more than 3 years ago subject to section 20 and 39 of the *Act*; or

(c) be a non-practising registrant whose registration has not been suspended, cancelled, or subject to any practice limitations, restrictions or conditions under the *Act,* and who was last registered as a full pharmacist or pharmacy

technician no more than 3 years ago subject to section 20 and 39 of the *Act*.

(2.1) For the purposes of section 20(2) of the *Act*, to be granted temporary limited pharmacist registration, an applicant must meet the conditions listed in section 44(1).

(2.2) For the purposes of section 20(2) of the *Act*, to be granted temporary student pharmacist registration, an applicant must meet the conditions listed in section 46(1)(a) and (b).

(3) Unless waived by the registrar, an applicant for temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, or temporary pharmacy technician registration must deliver to the registrar

(a) a signed application for temporary registration in Form TR,

(b) the fees specified in Schedule "D",

(c) a statutory declaration in Form 5,

(d) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(e) if applicable, a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(f) evidence satisfactory to the registration committee of the applicant's identity,

(g) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada, and

(h) proof of professional liability insurance as required under section 81.

(~~2~~4) Temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, and temporary pharmacy technician registration may be cancelled on a date determined by the registration committee or the registrar~~the registration of a temporary pharmacists or temporary pharmacy technician may be renewed once for an additional period of up to 90 days~~.

(~~3~~5) A temporary pharmacist who meets the requirement under section 45(2)(a), (b), or (c) may:

(a) provide services as if he or she is a full pharmacist, and

(i) may apply for certification, and be certified, under section 43 and 43.1, or

(ii) may be certified to perform a restricted activity under section 4(1)(c.1) of the *Regulation* for the duration of the temporary registration if the person has

1) equivalent certification to perform drug administration in another jurisdiction in Canada or the United States, or has administered a drug by injection and by intranasal route within the past 3 years, and

a) despite subsection (5)(a)(ii)(1), if the equivalent certification does not include administration of a drug by intranasal route, an applicant must not administer a drug intranasally, and

2) current certification in cardiopulmonary resuscitation and first aid; and

(b) may use only the title "pharmacist (temporary)" and must not use any abbreviations.

(~~4~~6) A temporary pharmacy technician who meets the requirement under section 45(2)(a), (b), or (c) may:

(a) provide services as if he or she is a pharmacy technician; and

(b) use only the title "pharmacy technician (temporary)" and must not use any abbreviations.

~~(5) A temporary pharmacist may use only the title "pharmacists (temporary)" and must not use any abbreviations.~~

~~(6) A temporary pharmacy technician may use only the title "pharmacy technician (temporary)" and must not use any abbreviations.~~

(7) A temporary limited pharmacist who meets the requirements under section 45(2.1) may:

(a) only provide pharmacy services under the supervision of a full pharmacist and must not delegate any aspect of practice; and

(b) use only the title "limited pharmacist (temporary)" and must not use any abbreviations.

(8) A temporary student pharmacist who meets the requirements under section 45(2.2) may:

(a) only provide pharmacy services under the supervision of a full pharmacist; and

(b) use only the title “student pharmacist (temporary)” and must not use any abbreviations.

Student Pharmacist Registration

46. (1) A person may be granted student pharmacist registration if the person

(a) is enrolled as a student in a pharmacy education program recognized by the board for the purpose of full pharmacist registration and specified in Schedule ”C”,

(b) provides evidence satisfactory to the registration committee that the person is of good character and fit to engage in the practice of pharmacy, and

(c) has delivered to the registrar

(i) a signed application for registration in Form 6,

(ii) the application fee specified in Schedule “D”,

(iii) a notarized copy, or other evidence satisfactory to the registration committee of the person’s enrolment and educational standing, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) a criminal record check authorization in the form required under the *Criminal Records Review Act*,

(vi) if the person has engaged in the practice of pharmacy or another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(vii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person’s good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(viii) a certified passport size photograph of the person taken within one year prior to the date of application, and

(ix) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada.

(2) A person described in subsection (1)(a) must be registered under this section

(a) within 6 months of their enrolment as a student in the pharmacy education program, and

(b) before undertaking a period of structured practical training or providing pharmacy services.

(3) A person who is enrolled as a student in a pharmacy education program that is not recognized by the board for the purpose of registration may be granted student registration if the applicant meets all requirements established in subsection (1)(b) and (c).

(4) A person described in subsection (3) must be registered under this section before undertaking a period of structured practical training, or providing pharmacy services.

(5) A student pharmacist may only provide pharmacy services while under the supervision of a full pharmacist

(5.1) Despite subsection (5), a student pharmacist may only perform a restricted activity under section 4(1)(c.1) of the Regulation while under the supervision of

(a) a full pharmacist who is certified under section 43, or

(b) a person who is

(i) not a member of the college,

(ii) registered as a member of another college established or continued under the Act, and

(iii) authorized under the Act to perform the restricted activity in the course of practising the designated health profession for which the other college is established or continued.

(6) The registration of a student pharmacist may be renewed if he or she

(a) remains enrolled in a pharmacy education program described in subsection 1(a),

(b) applies in writing in a form acceptable to the registration committee,

(c) pays any outstanding fine, fee, debt or levy owed to the college, and

(d) pays the fee specified in Schedule “D”.

(7) A student pharmacist must not delegate any aspect of practice.

(8) A student registrant may use only the title “pharmacist (student)” and must not use any abbreviations.

Pharmacy Technician Registration

47. (1) For the purposes of section 20(2) of the *Act,* the requirements for pharmacy technician registration are

(a) graduation with a diploma or certificate from a pharmacy technician education program recognized by the board for the purpose of pharmacy technician registration and specified in Schedule “C”,

(b) successful completion of the jurisprudence examination required by the registration committee,

(c) successful completion of an English language proficiency examination acceptable to the registration committee, if the person has not graduated from a pharmacy technician education program in Canada accredited by the Canadian Council for Accreditation of Pharmacy Programs.

(d) successful completion of the structured practical training required by the registration committee, if any,

(e) successful completion of the Pharmacy Examining Board of Canada Evaluating Examination, if the person has not graduated from a pharmacy technician education program in Canada accredited by the Canadian Council for Accreditation of Pharmacy Programs.

(f) successful completion of the Pharmacy Examining Board of Canada Pharmacy Technician Qualifying Examination – Part I and Part II,

(g) evidence satisfactory to the registration committee that the person is of good character and fit to engage in practice as a pharmacy technician, and

(h) receipt by the registrar of

(i) a signed application for registration in Form 7,

(ii) the application fee specified in Schedule “D”,

(iii) a notarized copy, or other evidence satisfactory to the registration committee, of the person's diploma, certificate or equivalent qualification, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) if applicable, the fee for the jurisprudence examination specified in Schedule "D",

(vi) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(vii) if the person has practised as a pharmacy technician or in another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(viii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to practise as a pharmacy technician or in another health profession,

(ix) a certified passport size photograph of the person taken within one year prior to the date of application,

(x) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada, and

(xi) proof of professional liability insurance as required under section 81.

(1.1) If an applicant for registration does not complete the requirements for full registration in subsection (1) within 12 months from the date of application, the applicant must provide

(a) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of full registration, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession, and

(b) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada.

(2) Despite subsection (1), the person may be granted pharmacy technician registration if he or she

(a) is registered in another Canadian jurisdiction as the equivalent of a pharmacy technician and has provided evidence, satisfactory to the registration committee, of such authorization and that he or she is the person named therein, and

(b) meets the requirements established in subsection (1)(g) and (h)(i) to (iv) and (vi) to (xi).

(3) Despite subsection (1), the registration committee has discretion, in satisfying itself under section 20 of the *Act* that the person meets the conditions or requirements for registration as a pharmacy technician member of the college, to consider whether the person's knowledge, skills and abilities are substantially equivalent to the standards of academic or technical achievement and the competencies or other qualifications established in subsection (1)(a), and to grant full pharmacy technician registration on that basis, if the person also meets the requirements established in subsection (1)(b) to (h).

(4) Despite subsection (1), the person may be granted pharmacy technician registration if he or she

(a) applies on or before December 31, 2015,

(b) has worked for at least 2000 hours as the equivalent of a pharmacy assistant in the 3 year period immediately preceding the date of application,

(c) has

(i) successfully completed the Pharmacy Examining Board of Canada Evaluating Examination, or

(ii) been certified as the equivalent of a pharmacy technician in the Province of Ontario or Province of Alberta prior to January 1, 2009, or in another jurisdiction recognized by the registration committee, or

(iii) successfully completed an accredited pharmacist degree program in Canada or in the continental United States,

(d) has successfully completed the pharmacy technician bridging programs, and

(e) meets the requirements in subsection (1)(b) to (d) and (f) to (h).

(5) A pharmacy technician must not

(a) perform a restricted activity under section 4(1)(a) or (c.1) of the Regulation,

(b) act under section 25.92 of the *Act,* or

(c) be appointed as a pharmacy manager.

(6) A pharmacy technician may use only the title “pharmacy technician” and may use only the abbreviation “R.Ph.T.”.

Non-Practising Registration

48. (1) A full pharmacist or pharmacy technician may be granted non-practising registration if the registrar has received

(a) a signed application for non-practising registration in Form 8,

(b) the registration fee specified in Schedule “D”,

(c) a statutory declaration in Form 5, and

(d) a criminal record check authorization in the form required under the *Criminal Records Review Act*.

(2) A non-practising registrant must not provide pharmacy services in British Columbia.

(3) A non-practising registrant who was formerly a full pharmacist may use only the title “pharmacist (non-practising)” and must not use any abbreviations.

(4) A non-practising registrant who was formerly a pharmacy technician may use only the title “pharmacy technician (non-practising)” or “technician (non-practising)” and must not use any abbreviations.

Certificate of Registration and Registration Card

49. (1) The registrar must issue a certificate in Form 9 to a person who is granted full pharmacist or pharmacy technician registration.

(2) A registration card must be issued to a person who is granted registration, and is valid from the date issued until the date shown on the card.

Examinations

50. (1) An applicant who fails a required examination under this Part, may write the examination again to a maximum of 4 times except where the Pharmacy Examining Board of Canada for its examinations, determines otherwise.

(2) If an invigilator has reason to believe that an applicant has engaged in improper conduct during the course of an examination, the invigilator must make a report to the registration committee, and

may recommend that the registration committee take one or more of the following courses of action:

(a) fail the applicant;

(b) pass the applicant;

(c) require the applicant to rewrite the examination;

(d) disqualify the applicant from participating in any examination for a period of time.

(3) After considering a report made under subsection (2), the registration committee may take one or more of the courses of action specified in subsection (2).

(4) An applicant disqualified under subsection 2(d) must be provided with written reasons for disqualification.

Registration Renewal

51. (1) To be eligible for a renewal of registration, a registrant must

(a) provide the registrar with a completed Form 10,

(b) pay the registration renewal fee specified in Schedule "D",

(c) pay any other outstanding fine, fee, debt or levy owed to the college,

(d) attest that he or she is in compliance with the *Act*, the regulations, and these bylaws, and is in compliance with any limits or conditions imposed on his or her practice under the *Act*,

(e) meet all applicable requirements of the quality assurance program under Part V,

(f) if certified under section 43, meet all applicable requirements of section 43(4),

(g) provide proof of professional liability insurance as required under section 81, and

(h) provide an authorization for a criminal record check in the form required under the *Criminal Records Review Act*, if the college does not have a valid authorization on file.

(2) Form 10 must be delivered to each registrant no later than 30 days before the registration renewal date and must describe the consequences of late payment and non-payment of fees.

(3) Each registrant must submit the monies required under subsection (1) and a completed Form 10 to the college on or before the registration expiry date.

(4) On receipt of the monies required under subsection (1) and a completed Form 10, the registrar must issue a receipt stating that the registrant is, subject to his or her compliance with the *Act*, the regulations, and the bylaws, entitled to practice the profession of pharmacy or practise as a pharmacy technician, as applicable, in the Province of British Columbia as a member of the college.

(5) If a registrant fails to submit the monies required under subsection (1) and a completed Form 10 on or before the registration expiry date, he or she ceases to be registered.

(6) In this section, "registrant" does not include a student pharmacist.

Reinstatement

52. (1) The registration of a former registrant or a non-practising registrant, whose registration is not suspended or cancelled under the *Act* and

who has been out of practice for more than 90 days but less than 6 years must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant or non-practising registrant

(a) has met all the applicable requirements of the quality assurance program approved by the board, and

(b) has delivered to the registrar

(i) a signed application for reinstatement in Form 11,

(ii) a statutory declaration in Form 5,

(iii) an authorization for a criminal record check in the form required by the *Criminal Records Review Act*, and

(iv) the registration reinstatement fee and transfer fee, if applicable, specified in Schedule “D”.

(2) The registration of a former registrant or a non-practising registrant, whose registration is not suspended or cancelled under the *Act* and who has been out of practice for 6 years or more must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant or non-practising registrant

(a) successfully completes the jurisprudence examination required by the registration committee,

(b) successfully completes the structured practical training required by the registration committee,

(c) successfully completes the Pharmacy Examining Board of Canada Qualifying Examination - Part II, and

(d) has delivered to the registrar

(i) a signed application for reinstatement in Form 11,

(ii) a statutory declaration in Form 5,

(iii) an authorization for a criminal record check in the form required by the *Criminal Records Review Act*, and

(iv) the registration reinstatement and transfer fee, if applicable specified in Schedule “D”.

Reinstatement Following Late Registration Renewal

53. The registration of a former registrant who ceased to be registered under section 51(5) must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant

(a) applies for reinstatement in Form 11 not later than 90 days following the expiry of his or her registration,

(b) meets the requirements of section 52(1),

(c) is not in contravention of the *Act*, the regulations, or these bylaws, and

(d) pays the registration reinstatement and late registration renewal fees specified in Schedule “D”.

Registration Information

54. (1) For the purposes of section 21(2)(f) of the *Act*, the registrar must enter and maintain on the register the most recent electronic mail address for each registrant.

(2) A registrant must notify the registrar immediately of any change of name, address, telephone number, electronic mail address, names and addresses of the pharmacies where the registrant provides pharmacy services, or any other registration information previously provided to the registrar.

PART V – Quality Assurance
Quality Assurance Program

55. (1) In this Part, **“program”** means the quality assurance program established by the board in accordance with this section.

(2) The program consists of the following:

(a) continuing professional development;

(b) assessment of professional performance.

Continuing Professional Development

56. (1) Each full pharmacist and pharmacy technician must complete learning activities for the purpose of continuing professional development, in accordance with the policy approved by the board.

(2) Each full pharmacist and pharmacy technician must

(a) keep records in a form satisfactory to the quality assurance committee of the learning activities that the full pharmacist or pharmacy technician undertakes for the purpose of meeting the requirement established in subsection (1), and

(b) provide, on the request of and in accordance with the direction of the quality assurance committee, copies of the records referred to in paragraph (a).

(3) The quality assurance committee may conduct a review of the records provided under subsection 2(b).

Assessment of Professional Performance

56.1 (1) The quality assurance committee may require a full pharmacist or pharmacy technician to undergo an assessment of professional performance

(a) upon referral from the practice review committee under section 15.1(5), or

(b) if the quality assurance committee determines an assessment is appropriate in the circumstances upon a review of records conducted under section 56(3).

(2) For the purpose of an assessment under subsection (1) the quality assurance committee or an assessor appointed by the quality assurance committee may do one or more of the following:

(a) conduct an interview of the full pharmacist or pharmacy technician;

(b) assess the practice competency of the full pharmacist or pharmacy technician;

(c) require the full pharmacist or pharmacy technician to undergo any other type of assessment determined by the quality assurance committee to be appropriate in the circumstances.

PART VI – Inquiries and Discipline
Disposition of Complaints by Registrar

56.2 The registrar is authorized to act under section 32(3) of the *Act*.

Consent Orders

57. The record of an undertaking or consent given under section 36 of the *Act*, a consent order under section 37.1 of the *Act*, or an agreement under section 32.2(4)(b) or 32.3(3)(b) of the *Act*, must

(a) include any consent to a reprimand or to any other action made by the registrant under section 32.2(4)(b), 32.3(3)(b), 36 or 37.1 of the *Act*,

(b) include any undertaking made by the registrant under section 36 of the *Act*,

(c) specify the length of time that an undertaking specified in paragraph (b) is binding on the registrant,

(d) specify the procedure that the registrant may follow to be released from an undertaking specified in paragraph (b), and

(e) subject to sections 22 and 39.3 of the *Act* and sections 39(1) and 60(1), specify which limits or conditions of the

undertaking, consent order or agreement may be published, disclosed to the public, or both.

Notice of Disciplinary Committee Action Under Section 39.1 of *Act*

57.1 The discipline committee must deliver notice to a registrant not fewer than 14 days before making an order under section 39.1 of the *Act* in respect of the registrant.

Citation for Disciplinary Hearing

58. (1) On the direction of a panel of the discipline committee, the registrar may join one or more complaints or other matters which are to be the subject of a discipline hearing in one citation as appropriate in the circumstances.

(2) On the direction of a panel of the discipline committee, the registrar may sever one or more complaints or other matters which are to be the subject of a discipline hearing as appropriate in the circumstances.

(3) On the direction of a panel of the discipline committee, the registrar may amend a citation issued under section 37 of the *Act*.

(4) If a citation is amended under subsection (3) prior to a discipline hearing, the amended citation must be delivered to the respondent by personal service or sent by registered mail to the respondent at the last address for the respondent recorded in the register not fewer than 14 days before the date of the hearing.

(5) If a citation is amended under subsection (3) prior to a discipline hearing, and the amended citation changes the date, time or place of the hearing, the registrar must notify any complainant of the amendment not fewer than 14 days before the date of the hearing.

Hearings of Discipline Committee

59. (1) No person may sit on the discipline committee while he or she is a member of the inquiry committee.

(2) No member of the discipline committee may sit on the panel hearing a matter in which he or she:

(a) was involved as a member of the inquiry committee, or

(b) has had any prior involvement.

(3) Information about the date, time and subject matter of the hearing must be provided to any person on request.

(4) The discipline committee must provide notice by registered mail or by personal service to a person who is required to attend a hearing under section 38(6) of the *Act* in Form 12.

(5) All discipline hearings must be recorded and any person may obtain, at his or her expense, a transcript of any part of the hearing which he or she was entitled to attend.

Notice of Disciplinary Decision

60. (1) In addition to any notification required under section 39.3 of the *Act* with respect to any of the actions referred to in section 39.3(1)(a) to (e) of the *Act*, the registrar

(a) must notify all registrants,

(b) must notify the regulatory bodies governing the practice of pharmacy or the services of pharmacy technicians in every other Canadian jurisdiction, and

(c) may notify any other governing body of a health profession inside or outside of Canada.

(2) Notification provided to all registrants under subsection (1)(a)

(a) must include all information included in the public notification under section 39.3 of the *Act*, and

(b) unless otherwise directed by the inquiry committee or the discipline committee, as the case may be, must exclude any information withheld from the public notification under section 39.3(3) or (4) of the *Act*.

(3) Unless otherwise directed by the inquiry committee or the discipline committee, as the case may be, notification provided to other regulatory or governing bodies under subsection (1)(b) or (c) may include information that has been withheld from the public notification under section 39.3(3) or (4) of the *Act*.

Retention of Discipline Committee and Inquiry Committee Records

61. Records of the inquiry committee and discipline committee must be retained permanently.

Registrant Under Suspension

62. (1) If the registration of a registrant is suspended, the registrant must

(a) not engage in the practice of pharmacy or provide the services of a pharmacy technician,

(b) not hold himself or herself out as a registrant,

(c) not hold office in the college,

(d) not be a manager,

(e) not make appointments for patients or prospective patients,

(f) remove the registrant's name and any sign relating to the registrant's practice from any premises where the registrant practiced pharmacy or provided the services of a pharmacy technician and any building in which any such premises are located,

(g) not contact or communicate with patients or prospective patients, except for the following purposes:

(i) to advise a patient or a prospective patient of the fact and duration of the suspension, and

(ii) to advise a patient or prospective patient that another registrant will continue to act or provide services in the suspended registrant's place, or

(iii) to refer a patient or prospective patient to another registrant, who is in good standing.

(h) pay any fee required by the college when due in order to remain a registrant and any other outstanding fine, fee, debt or levy owed to the college, and

(i) immediately surrender his or her registration card to the registrar.

(2) No registrant or former registrant is entitled to any refund of any fine, fee, debt or levy paid to the college solely on the basis that it was paid during or in relation to a period of suspension from practice.

(3) During the period of suspension,

(a) a suspended full pharmacist may permit another full pharmacist in good standing to practice pharmacy, and

(b) a suspended pharmacy technician may permit a full pharmacist or another pharmacy technician, in good standing, to provide pharmacy services,

in the premises where the full pharmacist or pharmacy technician formerly practiced pharmacy or provided pharmacy services, as applicable.

Fines

63. The maximum amount of a fine that may be ordered by the discipline committee under section 39(2)(f) of the *Act* is $100,000.

PART VII –Registrant Records
Definitions

64. In this Part, **"patient's representative"** means

(a) a "committee of the patient" under the *Patient's Property Act*,

(b) the parent or guardian of a patient who is under 19 years of age,

(c) a representative authorized by a representation agreement under the *Representation Agreement Act* to make or help in making decisions on behalf of a patient,

(d) a decision maker or guardian appointed under section 10 of the *Adult Guardianship Act*, or

(e) a temporary substitute decision maker chosen under section 16 of the *Health Care (Consent) and Care Facility (Admission) Act*.

Purpose for which Personal Information may be Collected

65. No registrant may collect personal information regarding a patient without the patient's consent unless

(a) the information relates directly to and is necessary for providing health care services to the patient or for related administrative purposes, or

(b) the collection of that information is expressly authorized by or under an enactment.

Record Keeping

65.1 (1) All records required to be kept under the bylaws of the college or other legislation that regulates the practice of pharmacy shall be readable, complete and filed systematically by a registrant in a manner that is secure, auditable and allows for easy retrieval.

(2) Notwithstanding subsection (1), a prescription record that is valid must be retrievable immediately.

(3) For purposes of subsection (2):

(a) prescriptions for oral contraceptives are valid for a period of up to two years from the prescribing date; and

(b) prescriptions other than for oral contraceptives are valid for a period of up to one year from the prescribing date.

(4) With respect to prescriptions for drugs included in the controlled prescription program, the original prescription form must be retained, regardless of whether or not such prescription form has also been stored electronically.

(5) Prescriptions stored electronically must accurately reflect the original prescription, including the colour composition of that prescription.

(6) A registrant who creates and stores electronic records must do so using the equipment, software and systems prescribed by subsections 23.3(1) and 23.3(2) of the Pharmacy Operations and Drug Scheduling Act Bylaws.

Source of Personal Information

66. (1) A registrant must collect personal information about a patient directly from the patient, unless the patient otherwise consents.

(2) Despite subsection (1), a registrant may collect personal information about a patient from another person if he or she has reasonable grounds to believe

(a) that the patient has been made aware of the matters set out in section 67(1) and has authorized collection of the personal information from another person,

(b) that the patient is unable to give his or her authority and the registrant, having made the patient's representative aware of the matters set out in section 67(1), collects the information from the representative or the representative authorizes collection from another person,

(c) that compliance with subsection (1) would:

(i) prejudice the best interests of the patient,

(ii) defeat the purpose or prejudice the use for which the information is collected, or

(iii) prejudice the safety of any person,

(d) that compliance with subsection (1) is not reasonably practicable in the circumstances of the particular case,

(e) that the collection is for the purpose of assembling a family or genetic history of a person and is collected directly from that person,

(f) that the information is publicly available,

(g) that the information:

(i) will not be used in a form in which the patient concerned is identified, or

(ii) will be used for statistical or research purposes and will not be published in a form that could reasonably be expected to identify the patient.

(h) that non-compliance with subsection (1) is necessary if the information is about law enforcement or anything referred to in sections 15(1) or (2) of the *Freedom of Information and Protection of Privacy Act*.

Collection of Personal Information

67. (1) If a registrant collects personal information directly from a patient, or from a patient's representative, the registrant must take such steps as are, in the circumstances, reasonable to ensure that the patient or patient's representative is aware of

(a) the fact that the personal information is being collected,

(b) the purpose for which the personal information is being collected,

(c) the intended recipients of the personal information,

(d) whether or not the supply of the personal information is voluntary or mandatory and, if mandatory, the legal authority for collecting the personal information,

(e) the consequences, if any, for that patient if all or any part of the requested personal information is not provided, and

(f) the rights of access to personal information provided in section 80.

(2) The steps referred to in subsection (1) must be taken before the personal information is collected or, if that is not practicable, as soon as practicable after the personal information is collected.

(3) A registrant is not required to take the steps referred to in subsection (1) in relation to the collection of personal information from a patient, or the patient's representative, if the registrant has taken those steps in relation to the collection, from the patient or patient's representative, of the same information or information of the same kind for the same or a related purpose, on a recent previous occasion.

(4) Despite subsection (1), a registrant is not required to comply with subsection (1) if the registrant believes on reasonable grounds

(a) that non-compliance is authorized by the patient concerned,

(b) that compliance would:

(i) prejudice the interests of the patient concerned, or

(ii) defeat the purpose or prejudice the use for which the information is collected,

(c) that compliance is not reasonably practicable in the circumstances of the particular case, or

(d) that the information is about law enforcement or anything referred to in sections 15(1) or (2) of the *Freedom of Information and Protection of Privacy Act*.

Manner of Collection of Personal Information

68. Personal information must not be collected by a registrant

(a) by unlawful means, or

(b) by means that in the circumstances intrude to an unreasonable extent upon the personal affairs of the patient concerned.

Accuracy of Personal Information

69. (1) The registrant must make every reasonable effort to ensure that personal information collected about patients is current and is legibly, accurately and completely recorded.

(2) In addition to correcting personal information in a record in accordance with section 70, a registrant who discovers an error or omission in such a record must amend the record to correct the error or omission and that amendment must reflect the original record entry, the identity of the registrant amending the record, the date of the amendment and the reasons for the amendment.

Right to Request Correction of Personal Information

70. (1) A person who believes there is an error or omission in a record containing his or her personal information may request that the registrant having the record in his or her custody or control correct the information.

(2) If, after receiving a request for correction under subsection (1):

(a) the registrant disagrees that there is an error or omission in the record, the registrant must note the request in the record with particulars of the correction that was sought; or,

(b) the registrant agrees that there is an error or omission in the record, the registrant must amend the record to correct the error or omission and that amendment must reflect the original

record entry, the identity of the registrant amending the record, the date of the amendment, and the reasons for the amendment.

Use of Personal Information

71. A registrant may use personal information about a patient only

(a) for the purpose of providing health care services to, or performing health, care services for, the patient, or for a related administrative purpose, or

(b) for a use or disclosure consistent with a purpose specified in paragraph (a)

(i) if the patient has consented to the use, or

(ii) for a purpose for which that information may be disclosed by the registrant under section 72 or otherwise under the *Act*.

Disclosure of Personal Information

72. A registrant must maintain confidentiality of personal information about a patient, and may disclose personal information about a patient only

(a) if the patient concerned has consented to the disclosure,

(b) for the purpose of providing health care services to, or performing health care services for, the patient, or for a related administrative purpose, or for a disclosure consistent with either purpose,

(c) for the purpose of complying with an enactment of, or an arrangement or agreement made under an enactment of, British Columbia or Canada,

(d) for the purpose of complying with a subpoena, warrant or order issued or made by a court, person or body with jurisdiction to compel the production of information,

(e) to an employee of, or contractor providing services to, the registrant, if the information is necessary for the performance of the duties of, or for the protection of the health or safety of, the employee or contractor,

(f) to a lawyer acting for the registrant, for use in civil or criminal proceedings involving the registrant,

(g) if necessary to comply with the *Coroners Act*,

(h) if necessary to comply with the *Ombudsman Act*,

(i) for the purposes of

(i) collecting a debt or fine owing by a patient to the registrant, or

(ii) making a payment owing by the patient to a registrant,

(j) to an auditor, the college or any other person or body authorized by law, for audit purposes,

(k) if the registrant believes on reasonable grounds that there is a risk of significant harm to the health or safety of any person and that the use or disclosure of the information would reduce that risk,

(l) so that the next of kin or a friend of an injured, ill or deceased individual may be contacted,

(m) in accordance with the *Act*, the regulation, or these bylaws, or

(n) as otherwise required by law.

Definition of Consistent Purpose

73. A use or disclosure of personal information is consistent with the purposes of providing health care services to a patient or related administrative purposes under sections 71 and 72 if the use or disclosure has a reasonable and direct connection to either purpose.

Storage of Personal Information

74. A registrant must ensure that all records pertaining to his or her practice, and containing personal information about patients are safely and securely stored

(a) at the pharmacy, or

(b) off site.

Manner of Disposal of Records

75. A registrant must ensure that records are disposed of or destroyed only by

(a) transferring the record to another registrant, or

(b) destroying the records in a manner that ensures that they cannot be reconstructed.

Registrant Ceasing to Practice

76. (1) Except where records must be retained for the purpose of Part 3 of the *Act* and Part 3 of the *Pharmacy Operations and Drug Scheduling* Act, in any case where a pharmacy is closed or a

registrant ceases to practise, for any reason, the records referred to in section 74 must be transferred in accordance with this Part, and the college must be notified and provided with a written summary of the steps taken to transfer those records.

(2) A registrant must make appropriate arrangements to ensure that, in the event that the registrant dies or becomes unable to practise for any reason and is unable to dispose of records referred to in section 74 those records will be safely and securely transferred to another registrant.

(3) A registrant who transfers records containing personal information about a patient transferred in accordance with subsection (1) or (2) must notify the patient.

Protection of Personal Information

77. (1) A registrant must protect personal information about patients by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal.

(2) A registrant must take reasonable measures to ensure that a third party, including a volunteer, employee or contractor of the registrant, or a limited pharmacist does not access, collect, use, disclose, store or dispose of personal information about patients except in accordance with this Part.

Contracts for Handling Personal Information

78. A registrant must ensure that, if personal information about patients is transferred to any person or service organization for processing, storage or disposal, a contract is made with that person which includes an undertaking by the recipient that confidentiality and physical security will be maintained.

Remedying a Breach of Security

79. A registrant must take appropriate measures to remedy any unauthorized access, use, disclosure or disposal of personal information about patients under this Part as soon as possible after the breach is discovered, including

(a) taking steps to recover the personal information or to ensure its disposal if it cannot be recovered,

(b) taking steps to ensure that any remaining personal information is secured,

(c) notifying

(i) anyone affected by the unauthorized access including patients and other health care providers,

(ii) the college, and

(iii) law enforcement officials, if criminal action may have contributed to the unauthorized action, and

(d) modifying existing security arrangements to prevent a re-occurrence of the unauthorized access.

Patient Access to Personal Information

80. (1) For the purposes of this section, **"**access to" means the opportunity to examine or make copies of the original record containing personal information about a patient.

(2) If a patient or a patient's representative makes a request for access to personal information about the patient, the registrant must comply as soon as practical but not more than 45 days following the request by

(a) providing access to the patient or patient's representative,

(b) providing access to the remainder of the personal information if that information excepted from disclosure under subsection (3) can reasonably be severed, or

(c) providing written reasons for the refusal of access to the personal information or to any portion thereof.

(3) The registrant may refuse to disclose personal information to a patient or a patient's representative

(a) if there is a significant likelihood of a substantial adverse effect on the physical, mental or emotional health of the patient,

(b) if there is a significant likelihood of harm to a third party, or

(c) if the disclosure could reasonably be expected to disclose personal information regarding another individual.

(4) If a patient or a patient's representative requests a copy of an original record containing personal information about the patient to which a registrant has given the patient or patient's representative access, a copy must be provided if it can reasonably be reproduced.

(5) A registrant may charge a reasonable fee for the reproduction of personal information which does not exceed the fee specified in Schedule "G".

(6) Subject to subsection (3), a patient under 19 years of age may have access to a record if, in the opinion of the registrant, the patient is capable of understanding the subject matter of the record.

(7) Except if authorized by the patient, a registrant must not provide access to the records of a patient who is under 19 years of age to the guardian or parent of the patient if the subject matter of the record is health care which was provided without the consent of a parent or guardian in accordance with the requirements of section 17 of the *Infants Act.*

Part VIII – General
Liability Insurance

81. (1) Each registrant, other than a student registrant or a non-practising registrant, must obtain and at all times maintain professional liability insurance coverage with a limit of liability not less than $2,000,000 insuring against liability arising from an error, omission or negligent act of the registrant.

(2) Each registrant, other than a student registrant or a non-practising registrant, must obtain and at all times maintain professional liability insurance coverage with a limit of liability not less than $2,000,000 insuring against liability arising from an error, omission or negligent act of an employee of the registrant.

Part IX – Marketing and Advertising

Definitions

82. In this Part:

"advertisement" means the use of space or time in a public medium, or the use of a commercial publication such as a brochure or handbill, to communicate with the general public, or a segment thereof, for the purpose of promoting professional services or enhancing the image of the advertiser;

"marketing" includes

(a) an advertisement,

(b) any publication or communication in any medium with any patient, prospective patient or the public generally in the nature of an advertisement, promotional activity or material, a listing in a directory, a public appearance or any other means by which professional services are promoted, and

(c) contact with a prospective client initiated by or under the direction of a registrant.

Marketing and Advertising

83. (1) When advertising pharmacy services that are required by legislation, the statement, “Required in all British Columbia

Pharmacies", must accompany the advertising and must be of the same size and prominence as all other print in the advertising.

(2) Schedule I drug price advertising must include

(a) the proprietary (brand) name, if any, for the drug and/or the device,

(b) the drug product's generic name and the manufacturer's name,

(c) the dosage form and strength,

(d) total price for a specific number of dosage units or quantity of the drug product, and

(e) the phrase "only available by prescription".

(3) Where Schedule I drug price advertising includes direct or indirect reference to a professional fee charged, the total prescription price must also be incorporated into the advertisement, and both figures must be featured equally.

(4) Schedule I drug price advertising must not include any reference to the safety, effectiveness or indications for use of the advertised prescription drug products or compare the fees charged by the registrant with those charged by another registrant.

(5) Any marketing undertaken or authorized by a registrant in respect of his or her professional services must not be

(a) false,

(b) inaccurate,

(c) reasonably expected to mislead the public, or

(d) unverifiable.

(6) Marketing violates subsection (5) if it

(a) is calculated or likely to take advantage of the weakened state, either physical, mental or emotional, of the recipient or intended recipient,

(b) is likely to create in the mind of the recipient or intended recipient an unjustified expectation about the results which the registrant can achieve,

(c) implies that the registrant can obtain results

(i) not achievable by other registrants,

(ii) by improperly influencing a public body or official, or any corporation, agency or person having any interest in the welfare of the recipient,

(iii) by any other improper means, or

(d) compares the quality of services provided with those provided by another registrant, or a person authorized to provide health care services under another enactment, or another health profession.

(7) The home page of any pharmacy that advertises on a website must clearly show

(a) that the pharmacy is licensed in British Columbia,

(b) the contact information for the college,

(c) a notice to patients that pharmacy practice issues may be reported to the college,

(d) the physical location of the pharmacy operation,

(e) the 10 digit pharmacy telephone number, and

(f) the name of the pharmacy's manager.

Part X – Patient Relations
Patient Relations Program

84. (1) The board must establish a patient relations program to seek to prevent professional misconduct, including professional misconduct of a sexual nature.

(2) For the purposes of the patient relations program, the board must

(a) establish and maintain procedures by which the college deals with complaints of professional misconduct of a sexual nature,

(b) monitor and periodically evaluate the operation of procedures established under subsection (a), and

(c) develop guidelines for the conduct of registrants with their patients.

(3) The registrar must provide information to the public regarding the college's complaint, investigation, and discipline processes.

(4) In this section, "**professional misconduct of a sexual nature**" means

(a) sexual intercourse or other forms of physical sexual relations between the registrant and the patient,

(b) touching of a sexual nature, of the patient by the registrant, or

(c) behavior or remarks of a sexual nature by the registrant towards the patient,

but does not include touching, behavior and remarks by the registrant towards the patient that are of a clinical nature appropriate to the service being provided.

Part XI – Standards of Practice

Community Pharmacy, Hospital Pharmacy, Residential Care Facilities and Homes

85. Standards, limits, and conditions for the practice of the health profession of pharmacy and the provision of pharmacy technician services by registrants, referred to in section 19(1)(k) of the *Act* are established in Parts 1 to 3 of Schedule "F".

Drug Administration

86. Standards, limits, and conditions respecting practising pharmacists and drug administration, referred to in section 19(1)(k) of the *Act*, are established in Part 4 of Schedule "F".

Part XII – Standards of Professional Ethics
Code of Ethics

87. Standards of professional ethics for registrants, including standards for the avoidance of conflicts of interest, referred to in section 19(1)(l) of the *Act,* are established in Schedule "A".

Health Professions Act – BYLAWS

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Definitions

1. In these bylaws:

"*Act*" means the *Health Professions Act*;

"appointed board member" means

(a) a person appointed to the board under section 17(3)(b) of the *Act,* or

(b) prior to the first election referred to in section 17(2)(a) of the *Act*, a person appointed under section 17(2)(a) of the *Act* to represent the public on the first board;

"ballot" means an electronic ballot;

"board" means the board of the college;

"board member" means an appointed board member or an elected board member;

"chair" means the chair of the board elected under section 12;

"child-resistant package" means a package that complies with the requirements of the Canadian Standards Association Standard CAN/CSA-Z76.1-06, published in 2006 as amended from time to time;

"controlled drug substance" means a drug which includes a controlled substance listed in Schedule I, II, III, IV or V of the *Controlled Drugs and Substances Act* (Canada);

"controlled prescription program" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act* Bylaws*;*

"college" means the College of Pharmacists of British Columbia continued under section 15.1(4) of the *Act*;

"deliver" with reference to a notice or other document, includes mail by post or electronically to, or leave with a person, or deposit in

a person's mailbox or receptacle at the person's residence or place of business;

"director" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"dispense" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act;*

"drug" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

"elected board member" means a full pharmacist board member or a pharmacy technician board member;

"electronic initial" means

(a) information in electronic form that a person has created or adopted in order to initial a record, other than with respect to a prescription initialed by a full pharmacist for the purpose of prescribing, that is in, attached to or associated with a record, is secure and is only reproducible and used by that person; and

(b) with respect to a prescription initialed by a full pharmacist for the purpose of prescribing, the electronic initial must meet the requirements of paragraph (a) and must be a unique mark personally applied by that pharmacist;

"examination" means an examination, given orally or in writing, or a practical examination, or any combination of these, and includes a supplemental examination;

"full pharmacist" means a member of the college who is registered in the class of registrants established in section 41(a);

"full pharmacist board member" means

(a) a full pharmacist elected to the board under section 17(3)(a) of the *Act* or appointed to the board under section 10, or

(b) prior to the first election referred to in section 17(2)(a) of the *Act*, a person appointed under section 17(2)(a) of the *Act* to represent the health profession on the first board;

"hospital" has the same meaning as in section 1 of the *Hospital Act*;

"in good standing" in respect of a registrant means

(a) the registration of the registrant is not suspended under the *Act*, and

(b) no limits or conditions are imposed on the registrant's practice of pharmacy under section 20(2.1), 20(3), 32.2, 32.3, 33, 35, 36, 37.1, 38, 39, or 39.1 of the *Act*;

“initial” on a record means either an original handwritten initial or an electronic initial;

“limited pharmacist” means a member of the college who is registered in the class of registrants established in section 41(b);

“manager” has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

“medication” has the same meaning as “drug”;

“non-practising pharmacist” means a member of the college who is registered in the class of registrants established in section 41(f);

“owner” has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

“personal information” means “personal information” as defined in Schedule 1 of the *Freedom of Information and Protection of Privacy Act*;

“pharmacy assistant” has the same meaning as “support person” in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

“pharmacy services” means the services a registrant is authorized under the *Act* to provide;

“pharmacy technician” means a member of the college who is registered in the class of registrants established in section 41(e);

“pharmacy technician board member” means a pharmacy technician elected to the board under section 17(3)(a) of the *Act* or appointed to the board under section 10;

“practising pharmacist” means a full pharmacist, limited pharmacist, temporary pharmacist or student pharmacist;

“practitioner” has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

“prescription” has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act*;

“public representative” means a person who

(a) is not a registrant or former registrant, and

(b) has no close family or business relationship with a registrant or former registrant,

and includes an appointed board member;

“quality assurance assessor” means an assessor appointed under section 26.1(4) of the *Act*;

"record" has the same meaning as in section 1 of the *Pharmacy Operations* and *Drug Scheduling Act* Bylaws;

"Regulation" means the Pharmacists Regulation, B.C. Reg. 417/2008;

"signature" has the same meaning as in section 1 of the *Pharmacy Operations and Drug Scheduling Act* Bylaws;

"student pharmacist" means a member of the college who is registered in the class of registrants established in section 41(d);

"temporary pharmacist" means a member of the college who is registered in the class of registrants established in section 41(c);

"vice-chair" means the vice-chair of the board elected under section 12 of the *Act*;

PART I – College Board, Committees and Panels

Composition of Board

2. The board consists of

(a) 7 full pharmacist board members,

(b) 1 pharmacy technician board member, and

(c) the appointed board members.

Composition of the Board – Transitional

2.1 Despite section 2, until the start of the November 2010 board meeting, the board consists of

(a) 7 full pharmacist board members, and

(b) the appointed board members

Electoral Districts

3. (1) For the purpose of elections of full pharmacist board members under section 17(3)(a) of the *Act*, electoral districts are established as follows:

(a) the province of British Columbia is divided into 7 electoral districts, the boundaries of which are set out in Schedule "B";

(b) the number of full pharmacist board members elected from each electoral district is 1;

(c) electoral district boundaries described in paragraph (a) may be changed only by special resolution amending Schedule "B";

(d) a full pharmacist who has only 1 place of practice which is not a hospital must be assigned to an electoral district from among Districts 1 to 5, according to the location of the full pharmacist's place of practice;

(e) a full pharmacist who has only 1 place of practice which is a hospital must be assigned to District 6 or 7, according to the location of the hospital;

(f) a full pharmacist who practices in more than 1 electoral district must be assigned to the electoral district in which the full pharmacist's primary place of practice is located;

(g) a full pharmacist who does not practice must be assigned to the electoral district within which he or she resides.

(2) For the purpose of election of pharmacy technician board members under section 17(3)(a) of the *Act*, the electoral district is the province of British Columbia.

Notice of Election

4. (1) An election under section 17(3)(a) of the *Act* must be held by electronic means approved by the registrar, at a date determined by the registrar that is at least 21 days prior to the date of the November board meeting in each year that an election is held.

(2) The registrar must deliver a notice of election in Form 1 to every full pharmacist and pharmacy technician assigned to the electoral districts which are to elect board members in the election, at least 60 days prior to the election date.

(3) The accidental omission to deliver notice of an election to, or the non-receipt of such a notice, by any person entitled to receive notice does not invalidate the election, any proceedings in relation thereto, or the results thereof.

Eligibility and Nominations

5. (1) To be eligible for election to the board under section 17(3)(a) of the *Act*, a registrant must be

(a) a full pharmacist or pharmacy technician,

(b) in good standing, and

(c) assigned to the electoral district in which he or she is nominated.

(2) A full pharmacist or pharmacy technician is not eligible to be elected to the board if he or she is employed by the college or is engaged in a contract or assignment providing goods or services to the college.

(3) A nomination for a full pharmacist board member must be endorsed by 3 full pharmacists who are in good standing and are assigned to the electoral district in which the nominee is standing for election.

(4) A nomination for a pharmacy technician board member must be endorsed by 3 pharmacy technicians who are in good standing.

(5) A nomination must be delivered to the registrar at least 45 days prior to the election date.

(6) A nomination must be in Form 2.

Election Procedure

6. (1) If there is only 1 nominee for a vacant position at the close of nominations, the nominee for that position is elected by acclamation.

(2) Only full pharmacists and pharmacy technicians, who are in good standing, are eligible to vote in an election under section 17(3)(a) of the *Act.*

(3) A full pharmacist or pharmacy technician eligible to vote under subsection (2) is eligible to vote only in the electoral district to which he or she is assigned for an election.

(4) The registrar must deliver to each full pharmacist and pharmacy technician who is eligible to vote the instructions for voting electronically in the election at least 30 days prior to the election date.

(5) Each full pharmacist and pharmacy technician who is eligible to vote is entitled to 1 ballot and may vote in favour of 1 candidate for the vacant position.

(6) A ballot does not count unless it is cast no later than 5:00 p.m. Pacific Time on the election date.

(7) The candidate for a vacant position receiving the most votes on the return of the ballots is elected.

(8) In the case of a tie vote, the registrar must select the successful candidate by random draw.

(9) In the event that there are no nominees for a vacant position, the board may fill the vacant position in accordance with section 10.

(10) The registrar must supervise and administer all elections under section 17(3)(a) of the *Act* and may establish additional procedures consistent with these bylaws for that purpose.

(11) The registrar may determine any dispute or irregularity with respect to any nomination, ballot or election.

(12) The registrar must use Form 3 to certify newly elected members of the board under section 17.1(1) of the *Act*.

(13) If there is an interruption of electronic service during the nomination period or election, the registrar may extend the deadline for delivery of nominations or casting of ballots for such period of time as the registrar considers necessary in the circumstances.

Terms of Office

7. (1) The term of office for an elected board member is 3 years, commencing at the start of the November board meeting following that board member's election.

(2) An elected board member may serve a maximum of 2 consecutive terms.

(3) Subsections (1) and (2) do not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

Election Cycle

7.1 Commencing with the 2018 elections, elections shall follow a three-year cycle, pursuant to which board members from even-numbered electoral districts are elected in the first year of the cycle, board members from odd-numbered electoral districts are elected in the second year of the cycle, and no election is held in the third year of the cycle.

Ceasing to Hold Office as a Board Member

8. (1) An elected board member ceases to hold office if he or she

(a) ceases to be a full pharmacist or pharmacy technician, in good standing,

(b) submits a written resignation to the chair,

(c) becomes an employee of the college or engaged in a contract or assignment providing goods or services to the college,

(d) is removed by a special resolution of the board, if notice of the proposal to remove the elected board member has been included with the notice of the board meeting, or

(e) is absent from 3 or more consecutive board meetings for reasons which the board finds unacceptable.

(2) Subsection (1) does not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

First Election and Terms of Office

9. Despite section 7(1) and (3), the term of office for the first elected full pharmacist board members from Districts 2, 4 and 6 is 1 year, commencing at the start of the November 2009 board meeting.

Vacancy

10. (1) In the event of a vacancy in an elected board member position, the board may, by special resolution, appoint a full pharmacist or pharmacy technician, as applicable, eligible under section 5 for election to fill the position until the next election.

(2) Subsection (1) does not apply prior to the first election referred to in section 17(2)(a) of the *Act*.

Remuneration of Board and Committee Members

11. All board members and committee members are equally entitled to be

(a) remunerated for time spent on business of the college in the amount approved by the board from time to time, and

(b) reimbursed by the college for reasonable expenses necessarily incurred in connection with the business of the college.

Chair and Vice-Chair

12. (1) The chair must

(a) preside at all board meetings,

(b) sign certificates, diplomas and other instruments executed on behalf of the college as required, and

(c) act in accordance with the requirements of his or her office for the proper carrying out of the duties of the board.

(2) At the November board meeting in each calendar year, the board members must elect a chair by a majority vote in accordance with the following procedure:

(a) the acting chair for the meeting must call for nominations;

(b) if there is only 1 nominee, he or she is elected by acclamation;

(c) if there is more than 1 nominee, an election must be held by secret ballot, and the person with the most votes is elected;

(d) if there is a tie vote, there must be a second vote immediately following the first vote;

(e) if there is a second tie vote, the new chair must be selected by random draw.

(3) The chair's term of office as chair is 1 year, commencing at the election of the vice-chair under subsection (4), and ending at the start of the November board meeting in the next calendar year.

(4) Immediately following the election of the chair under subsection (2), the board members must elect a vice-chair by a majority vote in accordance with the procedure set out in subsection (2).

(5) The vice-chair's term of office as vice-chair is 1 year, commencing at his or her election under subsection (4), and ending at the start of the November board meeting in the next calendar year.

(6) The vice-chair must perform the duties of the chair in the chair's absence.

(7) In the absence of both the chair and the vice-chair, an acting chair for a board meeting must be elected by a majority vote of the board members present.

(8) Despite subsections (2) to (5), the board members must elect a chair and vice-chair in accordance with the procedure set out in subsection (2), each to serve a term ending at the start of the November 2009 board meeting.

Board Meetings

13. (1) The board must meet at least 4 times in each calendar year, including one meeting in November, and must provide reasonable notice of board meetings to board members, registrants and the public.

(2) The accidental omission to deliver notice of a board meeting to, or the non-receipt of a notice by, any person entitled to receive notice does not invalidate proceedings at that meeting.

(3) Despite subsection (1), the chair or registrar may call a meeting of the board without providing notice to registrants or the public if necessary to conduct urgent business.

(4) The registrar must call a board meeting at the request of the chair or any 3 board members.

(5) The registrar must provide the following to members of the public on request:

(a) details of the time and place of a board meeting;

(b) a copy of the agenda;

(c) a copy of the minutes of any preceding board meeting.

(6) Subject to subsection (7), board meetings must be open to registrants and the public.

(7) The board may exclude any person from any part of a board meeting if it is satisfied that

(a) financial, personal or other matters may be disclosed of such a nature that the desirability of avoiding public disclosure of them in the interest of any person affected or in the public interest outweighs the desirability of adhering to the principle that meetings be open to the public,

(b) a person involved in a criminal proceeding or civil suit or proceeding may be prejudiced,

(c) personnel matters or property acquisitions will be discussed,

(d) the contents of examinations will be discussed,

(e) communications with the Office of the Ombudsman will be discussed, or

(f) instructions will be given to or opinions received from legal counsel for the college, the board, or a committee.

(8) If the board excludes any person from a part of a board meeting, it must have its reasons for doing so noted in the minutes of the meeting.

(9) The registrar must ensure that minutes are taken at each board meeting and retained on file, and must publish them on the college website.

(10) A majority of the total number of board members constitutes a quorum.

(11) The chair is entitled to vote on all motions, and is also entitled to speak in debate, but not in preference to other board members.

(12) A written resolution signed by all board members is valid and binding and of the same effect as if such resolution had been duly passed at a board meeting.

(13) In case of an equality of votes the chair does not have a casting or second vote in addition to the vote to which he or she is entitled as a board member and the proposed resolution does not pass.

(14) The board may meet and conduct business using video-conferencing or tele-conference connections or by other electronic means when some or all of the board members are unable to meet in person.

(15) Except as otherwise provided in the *Act*, the regulations, or these bylaws, the most recent edition of Robert's Rules of Order governs the procedures at meetings of the board.

Registration Committee

14. (1) The registration committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the registration committee must consist of public representatives, at least one of whom must be an appointed board member.

Inquiry Committee

15. (1) The inquiry committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the inquiry committee must consist of public representatives, at least one of whom must be an appointed board member.

Practice Review Committee

15.1 (1) The practice review committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the practice review committee must consist of public representatives, at least one of whom must be an appointed board member.

(3) The practice review committee is responsible for monitoring standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice amongst registrants.

(4) The practice review committee may receive reports made to the registrar, inquiry committee or discipline committee in respect of

(a) matters specified in section 17(1) of the *Pharmacy Operations and Drug Scheduling Act,* including without limitation reports under section 18 of that Act, and

(b) matters specified in section 28(1) of the *Health Professions Act*, including without limitation reports under section 28(3) of that Act.

(5) Upon receipt of a report described in subsection (4), the practice review committee may

(a) review the report, and

(b) as it considers appropriate in the circumstances, refer a matter arising from that review to the inquiry committee, quality assurance committee or registrar.

Application Committee

15.2 (1) The application committee within the meaning of section 1 of the *Pharmacy Operations and Drug Scheduling Act [SBC 2003] c.77* is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the application committee must consist of public representatives, at least one of whom must be an appointed board member.

Discipline Committee

16. (1) The discipline committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the discipline committee must consist of public representatives, at least one of whom must be an appointed board member.

Quality Assurance Committee

17. (1) The quality assurance committee is established consisting of at least 6 persons appointed by the board.

(2) At least 1/3 of the quality assurance committee must consist of public representatives, at least one of whom must be an appointed board member.

Drug Administration Committee

18. (1) The drug administration committee is established consisting of at least 4 and no more than 7 persons appointed by the board.

(2) The committee must include

(a) one full pharmacist,

(b) one medical practitioner confirmed by the College of Physicians and Surgeons of British Columbia as suitable for membership on the committee,

(c) one registered nurse confirmed by the College of Registered Nurses of British Columbia as suitable for membership on the committee, and

(d) one person nominated by the Ministry of Health Services.

(3) The drug administration committee

(a) must review, develop and recommend to the board standards, limits and conditions respecting the performance by practising pharmacists of restricted activities under section 4(1) (c.1) of the Regulation for the purposes of preventing diseases, disorders and conditions, and

(b) may

(i) review the role of practising pharmacists in regard to the performance of restricted activities under section 4(1) (c.1) of the Regulation, and

(ii) make recommendations to the board, for submission to the Ministry of Health Services, respecting the standards, limits and conditions for practice and any other requirements it considers necessary or appropriate to support the performance by practising pharmacists of restricted activities under section 4(1) (c.1) of the Regulation for the purposes of treating diseases, disorders and conditions.

(4) The committee may consult, as it considers necessary or appropriate, with registrants or other individuals who have expertise relevant to drug administration or on any other matter considered by the committee.

Committees

19. (1) A person appointed to a committee established under these bylaws

(a) serves for a term determined by the board not exceeding 3 years, and

(b) is eligible for reappointment but may not serve for more than 6 consecutive years.

(2) A committee member may be removed by a majority vote of the board.

(3) The board must appoint a committee chair and a committee vice-chair from among the members of the committee.

(4) Each committee must submit a report of its activities to the board annually or as required by the board.

(5) The registrar is an ex officio non-voting member of the committees established under these bylaws.

(6) The chair is a non-voting ex-officio member of all committees, except in respect of a committee to which he or she has been appointed under these bylaws, in which case he or she has the right to vote.

Committee Panels

20. (1) The registration committee, inquiry committee, practice review committee, application committee, discipline committee and quality assurance committee may meet in panels of at least 3 but not more than 5 persons, and each panel must include at least 1/3 public representatives.

(2) The chair of a committee referred to in subsection (1) must appoint the members of a panel and must designate a chair of the panel.

(3) A panel of a committee referred to in subsection (1) may exercise any power or perform any duty of that committee.

Meetings of a Committee or Panel

21. (1) A majority of a committee constitutes a quorum.

(2) All members of a panel constitute a quorum.

PART II – College Administration
Registrar/Deputy Registrar

22. (1) The registrar is authorized to establish, by bylaw, forms for the purposes of the bylaws, and to require the use of such forms by registrants.

(2) If a deputy registrar is appointed by the board,

(a) the deputy registrar is authorized to perform all duties and exercise all powers of the registrar, subject to the direction of the registrar, and

(b) if the registrar is absent or unable to act for any reason, the deputy registrar is authorized to perform all duties and exercise all powers of the registrar.

Seal

23. (1) The board must approve a seal for the college.

(2) The seal of the college must be affixed, by those persons designated by the board, to the documents determined by the board.

Fiscal Year

24. The fiscal year of the college commences on March 1st and ends on the last day of February of the following year.

Banking

25. The board must establish and maintain such accounts with a chartered bank, trust company or credit union as the board determines to be necessary from time to time.

Payments and Commitments

26. The board must approve an operating and capital budget for each fiscal year, and may amend the approved budget from time to time.

Investments

27. The board may invest funds of the college in accordance with the board's investment policy which must be consistent with sections 15.1 and 15.2 of the *Trustee Act.*

Auditor

28. (1) The board must appoint a chartered accountant or a certified general accountant to be the auditor.

(2) The registrar must submit the financial statement to the auditor within 60 days of the end of the fiscal year.

(3) A copy of the auditor's report must be included in the annual report.

Legal Counsel

29. The board or, with the approval of the registrar, a committee or panel, may retain legal counsel for the purpose of assisting the board, a committee or a panel in exercising any power or performing any duty under the *Act*.

General Meetings

30. (1) General meetings of the college must be held in British Columbia at a time and place determined by the board.

(2) The first annual general meeting must be held before October 1, 2010, and after that an annual general meeting must be held at least once in every calendar year and not more than 20 months after the holding of the last preceding annual general meeting.

(3) The following matters must be considered at an annual general meeting:

(a) the financial statements of the college;

(b) the annual report of the board;

(c) the report of the auditor.

(4) Every general meeting, other than an annual general meeting, is an extraordinary general meeting.

(5) The board

(a) may convene an extraordinary general meeting by resolution of the board, and

(b) must convene an extraordinary general meeting within 60 days after receipt by the registrar of a request for such a meeting signed by at least ten percent of all full pharmacists and pharmacy technicians, who are in good standing.

Notice of General Meetings

31. (1) The registrar must deliver notice of an annual or extraordinary general meeting to every board member and registrant at least 21 days prior to the meeting.

(2) Notice of a general meeting must include

(a) the place, day and time of the meeting,

(b) the general nature of the business to be considered at the meeting,

(c) any resolutions proposed by the board, and

(d) any resolutions proposed under section 32 and delivered to the registrar prior to the mailing of the notice.

(3) The accidental omission to deliver notice of a general meeting to, or the non-receipt of a notice by, any person entitled to receive notice does not invalidate proceedings at that meeting.

(4) General meetings must be open to the public.

(5) The registrar must

(a) provide reasonable notice of each general meeting to the public, and

(b) provide to members of the public on request a copy of the notice given under subsection (1) in respect of the meeting.

Resolutions

32. Any 3 full pharmacists or pharmacy technicians, who are in good standing, may deliver a written notice to the registrar at least 60 days prior to the date of an annual or an extraordinary general meeting requesting the introduction of a resolution.

Voting at a General Meeting

33. (1) A full pharmacist or pharmacy technician present at a general meeting is entitled to 1 vote at the meeting.

(2) In case of an equality of votes the chair of the general meeting does not have a casting or second vote in addition to the vote to which he or she is entitled as a full pharmacist or pharmacy technician, if any, and the proposed resolution does not pass.

(3) Except as these bylaws otherwise provide, the most recent edition of Robert's Rules of Order governs the procedures at an annual or extraordinary general meeting.

(4) A resolution passed at an annual or extraordinary general meeting is not binding on the board.

Proceedings at General Meetings

34. (1) Quorum is 25 registrants consisting of full pharmacists or pharmacy technicians, or both.

(2) No business, other than the adjournment or termination of the meeting, may be conducted at a general meeting at a time when a quorum is not present.

(3) If at any time during a general meeting there ceases to be a quorum present, business then in progress must be suspended until there is a quorum present.

(4) In the case of a general meeting other than an extraordinary general meeting under section 30(5)(b),

(a) if there is no quorum within 30 minutes from the time appointed for the start of the meeting, or

(b) if there is no quorum within 30 minutes from any time when there is no quorum during the meeting,

the meeting must be adjourned to one month later, at the same time and place, and those full pharmacists and pharmacy technicians who attend that later meeting will be deemed to be a quorum for that meeting.

(5) In the case of an extraordinary general meeting under section 30(5)(b),

(a) if there is no quorum within 30 minutes from the time appointed for the start of the meeting, or

(b) if there is no quorum within 30 minutes from any time when there is no quorum during the meeting,

the meeting must be adjourned and cancelled and no further action may be taken in respect of the request under section 30(5)(b) for that meeting.

(6) In the absence of both the chair and the vice-chair of the board, an acting chair for a general meeting must be elected by a majority vote of the full pharmacists and pharmacy technicians present.

(7) A general meeting may be adjourned from time to time and from place to place, but no business may be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

(8) When a meeting is adjourned in accordance with subsection (4) or by resolution, notice of the rescheduled meeting must be delivered in accordance with section 31.

Notice to Public Representatives

35. Every notice or mailing to registrants must also be provided to public representatives serving on the board or a committee.

PART III – College Records

Body Responsible for Administering the *Freedom of Information and Protection of Privacy Act*

36. (1) The registrar is the “head” of the college for the purposes of the *Freedom of Information and Protection of Privacy Act.*

(2) The registrar may authorize the deputy registrar, a person employed by the college or a person who has contracted to perform services for the college to perform any duty or exercise any function of the registrar that arises under the *Freedom of Information and Protection of Privacy Act.*

Fees for Information Requests

37. Subject to section 75 of the *Freedom of Information and Protection of Privacy Act*, an applicant who requests access to a college record under section 5 of the *Freedom of Information and Protection of Privacy Act* must pay the fees set out in the Schedule

of Maximum Fees in B.C. Reg. 323/93 for services required to comply with the information request.

Disclosure of Annual Report

38. The registrar must make each annual report under section 18(2) of the *Act* available electronically and free of charge on the college website, must notify registrants that the report is available, and must provide a paper copy of the report to any person on request upon payment of the fee set out in Schedule "D".

Disclosure of Registration Status

39. (1) If an inquiry about the registration status of a person is received by the board or the registrar, the registrar must disclose, in addition to the matters required by section 22 of the *Act*,

(a) whether the discipline committee has ever made an order relating to the person under section 39 of the *Act* and the details of that order,

(b) whether the person has ever consented to an order under section 37.1 of the *Act* and the details of that order, and

(c) whether the person has ever given an undertaking or consented to a reprimand under section 36 of the *Act* and the details of that undertaking or reprimand.

(2) When acting under subsection (1), the registrar must not release the name of, or information which might enable a person to identify

(a) a patient, or

(b) another person, other than the registrant, affected by the matter,

except with the consent of the patient or the other person.

Manner of Disposal of College Records Containing Personal Information

40. The board must ensure that a college record containing personal information is disposed of only by

(a) effectively destroying a physical record by utilizing a shredder or by complete burning,

(b) erasing information recorded or stored by electronic methods on tapes, disks or cassettes in a manner that ensures that the information cannot be reconstructed,

(c) returning the record to the person the information pertains to, or

(d) returning the record to the registrant who compiled the information.

PART IV – Registration
Classes of Registrants

41. The following classes of registrants are established:

(a) full pharmacist;

(b) limited pharmacist;

(c) temporary pharmacist;

(d) temporary limited pharmacist;

(e) temporary student pharmacist;

(f) temporary pharmacy technician;

(g) student pharmacist;

(h) pharmacy technician;

(i) non-practising registrant.

Full Pharmacist Registration

42. (1) For the purposes of section 20(2) of the *Act*, the requirements for full pharmacist registration are

(a) graduation with a degree or equivalent qualification from a pharmacy education program recognized by the board for the purpose of full pharmacist registration and specified in Schedule “C”,

(b) successful completion of the jurisprudence examination required by the registration committee,

(c) successful completion of an English language proficiency examination acceptable to the registration committee, if the person has not graduated from a pharmacy education program in Canada or the United States accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmacy Education,

(d) successful completion of the structured practical training required by the registration committee, if any,

(e) successful completion of the Pharmacy Examining Board of Canada Evaluating Examination, if the person has not graduated from a pharmacy education program in Canada or the United States accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmacy Education,

(f) successful completion of the Pharmacy Examining Board of Canada Qualifying Examination - Part I and Part II,

(g) evidence satisfactory to the registration committee that the person is of good character and fit to engage in the practice of pharmacy, and

(h) receipt by the registrar of

(i) a signed application for full pharmacist registration in Form 4,

(ii) the application fee specified in Schedule “D”,

(iii) a notarized copy, or other evidence satisfactory to the registration committee, of the person’s degree or equivalent qualification, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) if applicable, the fee for the jurisprudence examination specified in Schedule “D”,

(vi) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(vii) if the person has engaged in the practice of pharmacy or another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(viii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person’s good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(ix) a certified passport size photograph of the person taken within one year prior to the date of application,

(x) a notarized copy, or other evidence satisfactory to the registration committee, of the person’s Canadian citizenship or authorization to work in Canada, and

(xi) proof of professional liability insurance as required under section 81.

(1.1) If an applicant for registration does not complete the requirements for full registration in subsection (1) within 12 months from the date of application, the applicant must provide

(a) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of full registration, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession, and

(b) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada.

(2) Despite subsection (1), the person may be granted full pharmacist registration if he or she

(a) is registered in another Canadian jurisdiction as the equivalent of a full pharmacist and has provided notarized evidence, or other evidence satisfactory to the registration committee, of such registration and that he or she is the person named therein, and

(b) meets the requirements established in subsection (1)(g) and (h)(i) to (iv) and (vi) to (xi).

(3) Despite subsection (1), the registration committee has discretion, in satisfying itself under section 20 of the *Act* that the person meets the conditions or requirements for registration as a full pharmacist member of the college, to consider whether the person's knowledge, skills and abilities are substantially equivalent to the standards of academic or technical achievement and the competencies or other qualifications established in subsection (1)(a), and to grant full pharmacist registration on that basis, if the person also meets the requirements established in subsection (1)(b) to (h).

(4) A full pharmacist may use only the abbreviation "R.Ph.".

(5) A full pharmacist must not

(a) delegate any aspect of practice to a pharmacy technician, or

(b) authorize a pharmacy technician to perform or provide any aspect of practice under supervision.

Certification of Practising Pharmacists for Drug Administration

43. (1) A practising pharmacist may apply to the registrar under this section for certification that the practising pharmacist is qualified and competent to perform a restricted activity under section 4(1) (c.1) of the Regulation.

(2) The registrar must grant certification under this section if the practising pharmacist has

(a) provided evidence satisfactory to the registrar that the practising pharmacist has

(i) successfully completed within the year prior to application an education program in drug administration, approved by the board for the purposes of section 4.1(c) of the Regulation and specified in Schedule “C”,

(ii) a current certificate in cardiopulmonary resuscitation from a program approved by the board and specified in Schedule “C”, and

(iii) a current certificate in first aid from a program approved by the board and specified in Schedule “C”,

(b) submitted a signed application for certification in Form 13, and

(c) paid the fee specified in Schedule “D”.

(3) If certification is granted under this section, the registrar must enter a notation of certification for drug administration in the register in respect of the practising pharmacist.

(4) To maintain certification under this section, a practising pharmacist must declare upon registration renewal

(a) that he or she has successfully completed a continuing education program in drug administration approved by the board and specified in Schedule “C” if an injection has not been administered in the preceding three years, and

(b) that he or she has successfully completed a continuing education program in administering a drug by intranasal route approved by the board and specified in Schedule “C” if a drug has not been administered by intranasal route in the preceding three years, and

(c) maintain current certification in cardiopulmonary resuscitation from a program approved by the board and specified in Schedule “C”, and

(d) maintain current certification in first aid from a program approved by the board and specified in Schedule “C”.

(5) The registrar must remove a practising pharmacist’s notation of certification from the register if the practising pharmacist fails to meet any of the requirements in subsection (4), and the practising pharmacist must not again perform a restricted activity under section 4(1) (c.1) of the Regulation until

(a) the requirements in subsection (4) are met to the satisfaction of the registrar, and

(b) the registrar has re-entered a notation of certification for drug administration in the register in respect of the practising pharmacist.

Intranasal Drug Administration

43.1 A practising pharmacist who has been certified under section 43(1) must complete the program specified in Schedule C on intranasal drug administration prior to administering an intranasal drug.

Limited Pharmacist Registration

44. (1) An applicant under section 42 or 52 may be granted limited pharmacist registration for a period of up to one year if

(a) the applicant

(i) does not meet the requirements established in section 42(1)(b)(c)(e) and (f) or (3), or section 52(2)(a) and (c), as applicable,

(ii) meets the requirements established in section 42(1)(d), or section 52(2)(b), as applicable, and

(iii) is capable, in the opinion of the registration committee, of practising as a limited pharmacist without any risk to public health and safety, or

(b) the applicant

(i) meets the requirements established in section 42(1)(b)(c)(e) and (f) or (3), or section 52(2)(a) and (c), as applicable,

(ii) does not meet the requirements established in section 42(1)(d), or section 52(2)(b), as applicable, and

(iii) is capable, in the opinion of the registration committee, of practising as a limited pharmacist without any risk to public health and safety.

(2) Limited pharmacist registration may be renewed twice, but in any case, the total period of registration in this class must not exceed 3 years.

(3) Full pharmacist registration may be granted to a limited pharmacist who has met all the requirements in section 42(1) or (3), or section 52, as applicable.

(4) A limited pharmacist may provide pharmacy services as if he or she is a full pharmacist, but only under the supervision of a full pharmacist approved by the registration committee for that purpose.

(5) A limited pharmacist must not delegate any aspect of practice.

(6) A limited pharmacist may use only the title “pharmacist (limited)” and must not use any abbreviations.

Temporary Registration

45. (1) Despite sections 42, 44, 46 and 47, a person may be granted temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, or temporary pharmacy technician registration if

(a) the registrar or the board declares there is immediate need for pharmacy services due to an actual or potential threat of serious harm to public safety, health, or welfare, or

(b) at the request of the Federal Minister of Health or the Provincial Health Officer.

(2) For the purposes of section 20(2) of the *Act*, to be granted temporary pharmacist or temporary pharmacy technician registration, an applicant must:

(a) hold registration in another jurisdiction in Canada or the United States as the equivalent of a full pharmacist or a pharmacy technician that is not subject to any practice limitations, restrictions or conditions in that jurisdiction, and provide evidence satisfactory to the registration committee of such registration; or

(b) be a former registrant whose registration has not been suspended, cancelled, or subject to any practice limitations, restrictions or conditions under the *Act,* and who was last registered as a full pharmacist or pharmacy technician no more than 3 years ago subject to section 20 and 39 of the *Act*; or

(c) be a non-practising registrant whose registration has not been suspended, cancelled, or subject to any practice limitations, restrictions or conditions under the *Act,* and who was last registered as a full pharmacist or pharmacy technician no more than 3 years ago subject to section 20 and 39 of the *Act*.

(2.1) For the purposes of section 20(2) of the *Act*, to be granted temporary limited pharmacist registration, an applicant must meet the conditions listed in section 44(1).

(2.2) For the purposes of section 20(2) of the *Act*, to be granted temporary student pharmacist registration, an applicant must meet the conditions listed in section 46(1)(a) and (b).

(3) Unless waived by the registrar, an applicant for temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, or temporary pharmacy technician registration must deliver to the registrar

(a) a signed application for temporary registration in Form TR,

(b) the fees specified in Schedule "D",

(c) a statutory declaration in Form 5,

(d) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(e) if applicable, a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(f) evidence satisfactory to the registration committee of the applicant's identity,

(g) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada, and

(h) proof of professional liability insurance as required under section 81.

(4) Temporary pharmacist registration, temporary limited pharmacist registration, temporary student pharmacist registration, and temporary pharmacy technician registration may be cancelled on a date determined by the registration committee or the registrar.

(5) A temporary pharmacist who meets the requirement under section 45(2)(a), (b), or (c) may:

(a) provide services as if he or she is a full pharmacist, and

(i) may apply for certification, and be certified, under section 43 and 43.1, or

(ii) may be certified to perform a restricted activity under section 4(1)(c.1) of the *Regulation* for the duration of the temporary registration if the person has

1) equivalent certification to perform drug administration in another jurisdiction in Canada or the United States, or has administered a drug by injection and by intranasal route within the past 3 years, and

a) despite subsection (5)(a)(ii)(1), if the equivalent certification does not include administration of a drug by intranasal route, an applicant must not administer a drug intranasally, and

2) current certification in cardiopulmonary resuscitation and first aid; and

(b) may use only the title “pharmacist (temporary)” and must not use any abbreviations.

(6) A temporary pharmacy technician who meets the requirement under section 45(2)(a), (b), or (c) may:

(a) provide services as if he or she is a pharmacy technician; and

(b) use only the title “pharmacy technician (temporary)” and must not use any abbreviations.

(7) A temporary limited pharmacist who meets the requirements under section 45(2.1) may:

(a) only provide pharmacy services under the supervision of a full pharmacist and must not delegate any aspect of practice; and

(b) use only the title “limited pharmacist (temporary)” and must not use any abbreviations.

(8) A temporary student pharmacist who meets the requirements under section 45(2.2) may:

(a) only provide pharmacy services under the supervision of a full pharmacist; and

(b) use only the title “student pharmacist (temporary)” and must not use any abbreviations.

Student Pharmacist Registration

46. (1) A person may be granted student pharmacist registration if the person

(a) is enrolled as a student in a pharmacy education program recognized by the board for the purpose of full pharmacist registration and specified in Schedule ”C”,

(b) provides evidence satisfactory to the registration committee that the person is of good character and fit to engage in the practice of pharmacy, and

(c) has delivered to the registrar

(i) a signed application for registration in Form 6,

(ii) the application fee specified in Schedule “D”,

(iii) a notarized copy, or other evidence satisfactory to the registration committee of the person’s enrolment and educational standing, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) a criminal record check authorization in the form required under the *Criminal Records Review Act*,

(vi) if the person has engaged in the practice of pharmacy or another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(vii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person’s good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession,

(viii) a certified passport size photograph of the person taken within one year prior to the date of application, and

(ix) a notarized copy, or other evidence satisfactory to the registration committee, of the person’s Canadian citizenship or authorization to work in Canada.

(2) A person described in subsection (1)(a) must be registered under this section

(a) within 6 months of their enrolment as a student in the pharmacy education program, and

(b) before undertaking a period of structured practical training or providing pharmacy services.

(3) A person who is enrolled as a student in a pharmacy education program that is not recognized by the board for the purpose of registration may be granted student registration if the applicant meets all requirements established in subsection (1)(b) and (c).

(4) A person described in subsection (3) must be registered under this section before undertaking a period of structured practical training, or providing pharmacy services.

(5) A student pharmacist may only provide pharmacy services while under the supervision of a full pharmacist

(5.1) Despite subsection (5), a student pharmacist may only perform a restricted activity under section 4(1)(c.1) of the Regulation while under the supervision of

(a) a full pharmacist who is certified under section 43, or

(b) a person who is

(i) not a member of the college,

(ii) registered as a member of another college established or continued under the Act, and

(iii) authorized under the Act to perform the restricted activity in the course of practising the designated health profession for which the other college is established or continued.

(6) The registration of a student pharmacist may be renewed if he or she

(a) remains enrolled in a pharmacy education program described in subsection 1(a),

(b) applies in writing in a form acceptable to the registration committee,

(c) pays any outstanding fine, fee, debt or levy owed to the college, and

(d) pays the fee specified in Schedule “D”.

(7) A student pharmacist must not delegate any aspect of practice.

(8) A student registrant may use only the title “pharmacist (student)” and must not use any abbreviations.

Pharmacy Technician Registration

47. (1) For the purposes of section 20(2) of the *Act,* the requirements for pharmacy technician registration are

(a) graduation with a diploma or certificate from a pharmacy technician education program recognized by the board for the purpose of pharmacy technician registration and specified in Schedule “C”,

(b) successful completion of the jurisprudence examination required by the registration committee,

(c) successful completion of an English language proficiency examination acceptable to the registration committee, if the person has not graduated from a pharmacy technician education program in Canada accredited by the Canadian Council for Accreditation of Pharmacy Programs.

(d) successful completion of the structured practical training required by the registration committee, if any,

(e) successful completion of the Pharmacy Examining Board of Canada Evaluating Examination, if the person has not graduated from a pharmacy technician education program in Canada accredited by the Canadian Council for Accreditation of Pharmacy Programs.

(f) successful completion of the Pharmacy Examining Board of Canada Pharmacy Technician Qualifying Examination – Part I and Part II,

(g) evidence satisfactory to the registration committee that the person is of good character and fit to engage in practice as a pharmacy technician, and

(h) receipt by the registrar of

(i) a signed application for registration in Form 7,

(ii) the application fee specified in Schedule “D”,

(iii) a notarized copy, or other evidence satisfactory to the registration committee, of the person’s diploma, certificate or equivalent qualification, and that he or she is the person named therein,

(iv) a statutory declaration in Form 5,

(v) if applicable, the fee for the jurisprudence examination specified in Schedule “D”,

(vi) a criminal record check authorization in the form required by the *Criminal Records Review Act*,

(vii) if the person has practised as a pharmacy technician or in another health profession in another jurisdiction, an authorization for a criminal record check in that jurisdiction,

(viii) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of the application, of the person’s good standing from each body responsible for the regulation of the practice of pharmacy or another health

profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to practise as a pharmacy technician or in another health profession,

(ix) a certified passport size photograph of the person taken within one year prior to the date of application,

(x) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada, and

(xi) proof of professional liability insurance as required under section 81.

(1.1) If an applicant for registration does not complete the requirements for full registration in subsection (1) within 12 months from the date of application, the applicant must provide

(a) a letter or certificate, in a form satisfactory to the registration committee and dated within three months prior to the date of full registration, of the person's good standing from each body responsible for the regulation of the practice of pharmacy or another health profession in a Canadian or foreign jurisdiction where the person is, or has been, authorized to engage in the practice of pharmacy or another health profession, and

(b) a notarized copy, or other evidence satisfactory to the registration committee, of the person's Canadian citizenship or authorization to work in Canada.

(2) Despite subsection (1), the person may be granted pharmacy technician registration if he or she

(a) is registered in another Canadian jurisdiction as the equivalent of a pharmacy technician and has provided evidence, satisfactory to the registration committee, of such authorization and that he or she is the person named therein, and

(b) meets the requirements established in subsection (1)(g) and (h)(i) to (iv) and (vi) to (xi).

(3) Despite subsection (1), the registration committee has discretion, in satisfying itself under section 20 of the *Act* that the person meets the conditions or requirements for registration as a pharmacy technician member of the college, to consider whether the person's knowledge, skills and abilities are substantially equivalent to the standards of academic or technical achievement and the competencies or other qualifications established in subsection (1)(a), and to grant full pharmacy technician registration on that basis, if the person also meets the requirements established in subsection (1)(b) to (h).

(4) Despite subsection (1), the person may be granted pharmacy technician registration if he or she

(a) applies on or before December 31, 2015,

(b) has worked for at least 2000 hours as the equivalent of a pharmacy assistant in the 3 year period immediately preceding the date of application,

(c) has

(i) successfully completed the Pharmacy Examining Board of Canada Evaluating Examination, or

(ii) been certified as the equivalent of a pharmacy technician in the Province of Ontario or Province of Alberta prior to January 1, 2009, or in another jurisdiction recognized by the registration committee, or

(iii) successfully completed an accredited pharmacist degree program in Canada or in the continental United States,

(d) has successfully completed the pharmacy technician bridging programs, and

(e) meets the requirements in subsection (1)(b) to (d) and (f) to (h).

(5) A pharmacy technician must not

(a) perform a restricted activity under section 4(1)(a) or (c.1) of the Regulation,

(b) act under section 25.92 of the *Act,* or

(c) be appointed as a pharmacy manager.

(6) A pharmacy technician may use only the title “pharmacy technician” and may use only the abbreviation “R.Ph.T.”.

Non-Practising Registration

48. (1) A full pharmacist or pharmacy technician may be granted non-practising registration if the registrar has received

(a) a signed application for non-practising registration in Form 8,

(b) the registration fee specified in Schedule “D”,

(c) a statutory declaration in Form 5, and

(d) a criminal record check authorization in the form required under the *Criminal Records Review Act*.

(2) A non-practising registrant must not provide pharmacy services in British Columbia.

(3) A non-practising registrant who was formerly a full pharmacist may use only the title “pharmacist (non-practising)” and must not use any abbreviations.

(4) A non-practising registrant who was formerly a pharmacy technician may use only the title “pharmacy technician (non-practising)” or “technician (non-practising)” and must not use any abbreviations.

Certificate of Registration and Registration Card

49. (1) The registrar must issue a certificate in Form 9 to a person who is granted full pharmacist or pharmacy technician registration.

(2) A registration card must be issued to a person who is granted registration, and is valid from the date issued until the date shown on the card.

Examinations

50. (1) An applicant who fails a required examination under this Part, may write the examination again to a maximum of 4 times except where the Pharmacy Examining Board of Canada for its examinations, determines otherwise.

(2) If an invigilator has reason to believe that an applicant has engaged in improper conduct during the course of an examination, the invigilator must make a report to the registration committee, and may recommend that the registration committee take one or more of the following courses of action:

(a) fail the applicant;

(b) pass the applicant;

(c) require the applicant to rewrite the examination;

(d) disqualify the applicant from participating in any examination for a period of time.

(3) After considering a report made under subsection (2), the registration committee may take one or more of the courses of action specified in subsection (2).

(4) An applicant disqualified under subsection 2(d) must be provided with written reasons for disqualification.

Registration Renewal

51. (1) To be eligible for a renewal of registration, a registrant must

(a) provide the registrar with a completed Form 10,

(b) pay the registration renewal fee specified in Schedule “D”,

(c) pay any other outstanding fine, fee, debt or levy owed to the college,

(d) attest that he or she is in compliance with the *Act*, the regulations, and these bylaws, and is in compliance with any limits or conditions imposed on his or her practice under the *Act*,

(e) meet all applicable requirements of the quality assurance program under Part V,

(f) if certified under section 43, meet all applicable requirements of section 43(4),

(g) provide proof of professional liability insurance as required under section 81, and

(h) provide an authorization for a criminal record check in the form required under the *Criminal Records Review Act*, if the college does not have a valid authorization on file.

(2) Form 10 must be delivered to each registrant no later than 30 days before the registration renewal date and must describe the consequences of late payment and non-payment of fees.

(3) Each registrant must submit the monies required under subsection (1) and a completed Form 10 to the college on or before the registration expiry date.

(4) On receipt of the monies required under subsection (1) and a completed Form 10, the registrar must issue a receipt stating that the registrant is, subject to his or her compliance with the *Act*, the regulations, and the bylaws, entitled to practice the profession of pharmacy or practise as a pharmacy technician, as applicable, in the Province of British Columbia as a member of the college.

(5) If a registrant fails to submit the monies required under subsection (1) and a completed Form 10 on or before the registration expiry date, he or she ceases to be registered.

(6) In this section, ”registrant” does not include a student pharmacist.

Reinstatement

52. (1) The registration of a former registrant or a non-practising registrant, whose registration is not suspended or cancelled under the *Act* and

who has been out of practice for more than 90 days but less than 6 years must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant or non-practising registrant

(a) has met all the applicable requirements of the quality assurance program approved by the board, and

(b) has delivered to the registrar

(i) a signed application for reinstatement in Form 11,

(ii) a statutory declaration in Form 5,

(iii) an authorization for a criminal record check in the form required by the *Criminal Records Review Act*, and

(iv) the registration reinstatement fee and transfer fee, if applicable, specified in Schedule “D”.

(2) The registration of a former registrant or a non-practising registrant, whose registration is not suspended or cancelled under the *Act* and who has been out of practice for 6 years or more must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant or non-practising registrant

(a) successfully completes the jurisprudence examination required by the registration committee,

(b) successfully completes the structured practical training required by the registration committee,

(c) successfully completes the Pharmacy Examining Board of Canada Qualifying Examination - Part II, and

(d) has delivered to the registrar

(i) a signed application for reinstatement in Form 11,

(ii) a statutory declaration in Form 5,

(iii) an authorization for a criminal record check in the form required by the *Criminal Records Review Act*, and

(iv) the registration reinstatement and transfer fee, if applicable specified in Schedule “D”.

Reinstatement Following Late Registration Renewal

53. The registration of a former registrant who ceased to be registered under section 51(5) must, subject to sections 20 and 39 of the *Act*, be reinstated by the registration committee if the former registrant

(a) applies for reinstatement in Form 11 not later than 90 days following the expiry of his or her registration,

(b) meets the requirements of section 52(1),

(c) is not in contravention of the *Act*, the regulations, or these bylaws, and

(d) pays the registration reinstatement and late registration renewal fees specified in Schedule “D”.

Registration Information

54. (1) For the purposes of section 21(2)(f) of the *Act*, the registrar must enter and maintain on the register the most recent electronic mail address for each registrant.

(2) A registrant must notify the registrar immediately of any change of name, address, telephone number, electronic mail address, names and addresses of the pharmacies where the registrant provides pharmacy services, or any other registration information previously provided to the registrar.

PART V – Quality Assurance

Quality Assurance Program

55. (1) In this Part, **“program”** means the quality assurance program established by the board in accordance with this section.

(2) The program consists of the following:

(a) continuing professional development;

(b) assessment of professional performance.

Continuing Professional Development

56. (1) Each full pharmacist and pharmacy technician must complete learning activities for the purpose of continuing professional development, in accordance with the policy approved by the board.

(2) Each full pharmacist and pharmacy technician must

(a) keep records in a form satisfactory to the quality assurance committee of the learning activities that the full pharmacist or pharmacy technician undertakes for the purpose of meeting the requirement established in subsection (1), and

(b) provide, on the request of and in accordance with the direction of the quality assurance committee, copies of the records referred to in paragraph (a).

(3) The quality assurance committee may conduct a review of the records provided under subsection 2(b).

Assessment of Professional Performance

56.1 (1) The quality assurance committee may require a full pharmacist or pharmacy technician to undergo an assessment of professional performance

(a) upon referral from the practice review committee under section 15.1(5), or

(b) if the quality assurance committee determines an assessment is appropriate in the circumstances upon a review of records conducted under section 56(3).

(2) For the purpose of an assessment under subsection (1) the quality assurance committee or an assessor appointed by the quality assurance committee may do one or more of the following:

(a) conduct an interview of the full pharmacist or pharmacy technician;

(b) assess the practice competency of the full pharmacist or pharmacy technician;

(c) require the full pharmacist or pharmacy technician to undergo any other type of assessment determined by the quality assurance committee to be appropriate in the circumstances.

PART VI – Inquiries and Discipline
Disposition of Complaints by Registrar

56.2 The registrar is authorized to act under section 32(3) of the *Act*.

Consent Orders

57. The record of an undertaking or consent given under section 36 of the *Act*, a consent order under section 37.1 of the *Act*, or an agreement under section 32.2(4)(b) or 32.3(3)(b) of the *Act*, must

(a) include any consent to a reprimand or to any other action made by the registrant under section 32.2(4)(b), 32.3(3)(b), 36 or 37.1 of the *Act*,

(b) include any undertaking made by the registrant under section 36 of the *Act*,

(c) specify the length of time that an undertaking specified in paragraph (b) is binding on the registrant,

(d) specify the procedure that the registrant may follow to be released from an undertaking specified in paragraph (b), and

(e) subject to sections 22 and 39.3 of the *Act* and sections 39(1) and 60(1), specify which limits or conditions of the

undertaking, consent order or agreement may be published, disclosed to the public, or both.

Notice of Disciplinary Committee Action Under Section 39.1 of *Act*

57.1 The discipline committee must deliver notice to a registrant not fewer than 14 days before making an order under section 39.1 of the *Act* in respect of the registrant.

Citation for Disciplinary Hearing

58. (1) On the direction of a panel of the discipline committee, the registrar may join one or more complaints or other matters which are to be the subject of a discipline hearing in one citation as appropriate in the circumstances.

(2) On the direction of a panel of the discipline committee, the registrar may sever one or more complaints or other matters which are to be the subject of a discipline hearing as appropriate in the circumstances.

(3) On the direction of a panel of the discipline committee, the registrar may amend a citation issued under section 37 of the *Act*.

(4) If a citation is amended under subsection (3) prior to a discipline hearing, the amended citation must be delivered to the respondent by personal service or sent by registered mail to the respondent at the last address for the respondent recorded in the register not fewer than 14 days before the date of the hearing.

(5) If a citation is amended under subsection (3) prior to a discipline hearing, and the amended citation changes the date, time or place of the hearing, the registrar must notify any complainant of the amendment not fewer than 14 days before the date of the hearing.

Hearings of Discipline Committee

59. (1) No person may sit on the discipline committee while he or she is a member of the inquiry committee.

(2) No member of the discipline committee may sit on the panel hearing a matter in which he or she:

(a) was involved as a member of the inquiry committee, or

(b) has had any prior involvement.

(3) Information about the date, time and subject matter of the hearing must be provided to any person on request.

(4) The discipline committee must provide notice by registered mail or by personal service to a person who is required to attend a hearing under section 38(6) of the *Act* in Form 12.

(5) All discipline hearings must be recorded and any person may obtain, at his or her expense, a transcript of any part of the hearing which he or she was entitled to attend.

Notice of Disciplinary Decision

60. (1) In addition to any notification required under section 39.3 of the *Act* with respect to any of the actions referred to in section 39.3(1)(a) to (e) of the *Act*, the registrar

(a) must notify all registrants,

(b) must notify the regulatory bodies governing the practice of pharmacy or the services of pharmacy technicians in every other Canadian jurisdiction, and

(c) may notify any other governing body of a health profession inside or outside of Canada.

(2) Notification provided to all registrants under subsection (1)(a)

(a) must include all information included in the public notification under section 39.3 of the *Act*, and

(b) unless otherwise directed by the inquiry committee or the discipline committee, as the case may be, must exclude any information withheld from the public notification under section 39.3(3) or (4) of the *Act*.

(3) Unless otherwise directed by the inquiry committee or the discipline committee, as the case may be, notification provided to other regulatory or governing bodies under subsection (1)(b) or (c) may include information that has been withheld from the public notification under section 39.3(3) or (4) of the *Act*.

Retention of Discipline Committee and Inquiry Committee Records

61. Records of the inquiry committee and discipline committee must be retained permanently.

Registrant Under Suspension

62. (1) If the registration of a registrant is suspended, the registrant must

(a) not engage in the practice of pharmacy or provide the services of a pharmacy technician,

(b) not hold himself or herself out as a registrant,

(c) not hold office in the college,

(d) not be a manager,

(e) not make appointments for patients or prospective patients,

(f) remove the registrant's name and any sign relating to the registrant's practice from any premises where the registrant practiced pharmacy or provided the services of a pharmacy technician and any building in which any such premises are located,

(g) not contact or communicate with patients or prospective patients, except for the following purposes:

(i) to advise a patient or a prospective patient of the fact and duration of the suspension, and

(ii) to advise a patient or prospective patient that another registrant will continue to act or provide services in the suspended registrant's place, or

(iii) to refer a patient or prospective patient to another registrant, who is in good standing.

(h) pay any fee required by the college when due in order to remain a registrant and any other outstanding fine, fee, debt or levy owed to the college, and

(i) immediately surrender his or her registration card to the registrar.

(2) No registrant or former registrant is entitled to any refund of any fine, fee, debt or levy paid to the college solely on the basis that it was paid during or in relation to a period of suspension from practice.

(3) During the period of suspension,

(a) a suspended full pharmacist may permit another full pharmacist in good standing to practice pharmacy, and

(b) a suspended pharmacy technician may permit a full pharmacist or another pharmacy technician, in good standing, to provide pharmacy services,

in the premises where the full pharmacist or pharmacy technician formerly practiced pharmacy or provided pharmacy services, as applicable.

Fines

63. The maximum amount of a fine that may be ordered by the discipline committee under section 39(2)(f) of the *Act* is $100,000.

PART VII –Registrant Records
Definitions

64. In this Part, **"patient's representative"** means

(a) a "committee of the patient" under the *Patient's Property Act*,

(b) the parent or guardian of a patient who is under 19 years of age,

(c) a representative authorized by a representation agreement under the *Representation Agreement Act* to make or help in making decisions on behalf of a patient,

(d) a decision maker or guardian appointed under section 10 of the *Adult Guardianship Act*, or

(e) a temporary substitute decision maker chosen under section 16 of the *Health Care (Consent) and Care Facility (Admission) Act*.

Purpose for which Personal Information may be Collected

65. No registrant may collect personal information regarding a patient without the patient's consent unless

(a) the information relates directly to and is necessary for providing health care services to the patient or for related administrative purposes, or

(b) the collection of that information is expressly authorized by or under an enactment.

Record Keeping

65.1 (1) All records required to be kept under the bylaws of the college or other legislation that regulates the practice of pharmacy shall be readable, complete and filed systematically by a registrant in a manner that is secure, auditable and allows for easy retrieval.

(2) Notwithstanding subsection (1), a prescription record that is valid must be retrievable immediately.

(3) For purposes of subsection (2):

(a) prescriptions for oral contraceptives are valid for a period of up to two years from the prescribing date; and

(b) prescriptions other than for oral contraceptives are valid for a period of up to one year from the prescribing date.

(4) With respect to prescriptions for drugs included in the controlled prescription program, the original prescription form must be retained, regardless of whether or not such prescription form has also been stored electronically.

(5) Prescriptions stored electronically must accurately reflect the original prescription, including the colour composition of that prescription.

(6) A registrant who creates and stores electronic records must do so using the equipment, software and systems prescribed by subsections 23.3(1) and 23.3(2) of the Pharmacy Operations and Drug Scheduling Act Bylaws.

Source of Personal Information

66. (1) A registrant must collect personal information about a patient directly from the patient, unless the patient otherwise consents.

(2) Despite subsection (1), a registrant may collect personal information about a patient from another person if he or she has reasonable grounds to believe

(a) that the patient has been made aware of the matters set out in section 67(1) and has authorized collection of the personal information from another person,

(b) that the patient is unable to give his or her authority and the registrant, having made the patient's representative aware of the matters set out in section 67(1), collects the information from the representative or the representative authorizes collection from another person,

(c) that compliance with subsection (1) would:

(i) prejudice the best interests of the patient,

(ii) defeat the purpose or prejudice the use for which the information is collected, or

(iii) prejudice the safety of any person,

(d) that compliance with subsection (1) is not reasonably practicable in the circumstances of the particular case,

(e) that the collection is for the purpose of assembling a family or genetic history of a person and is collected directly from that person,

(f) that the information is publicly available,

(g) that the information:

(i) will not be used in a form in which the patient concerned is identified, or

(ii) will be used for statistical or research purposes and will not be published in a form that could reasonably be expected to identify the patient.

(h) that non-compliance with subsection (1) is necessary if the information is about law enforcement or anything referred to in sections 15(1) or (2) of the *Freedom of Information and Protection of Privacy Act*.

Collection of Personal Information

67. (1) If a registrant collects personal information directly from a patient, or from a patient's representative, the registrant must take such steps as are, in the circumstances, reasonable to ensure that the patient or patient's representative is aware of

(a) the fact that the personal information is being collected,

(b) the purpose for which the personal information is being collected,

(c) the intended recipients of the personal information,

(d) whether or not the supply of the personal information is voluntary or mandatory and, if mandatory, the legal authority for collecting the personal information,

(e) the consequences, if any, for that patient if all or any part of the requested personal information is not provided, and

(f) the rights of access to personal information provided in section 80.

(2) The steps referred to in subsection (1) must be taken before the personal information is collected or, if that is not practicable, as soon as practicable after the personal information is collected.

(3) A registrant is not required to take the steps referred to in subsection (1) in relation to the collection of personal information from a patient, or the patient's representative, if the registrant has taken those steps in relation to the collection, from the patient or patient's representative, of the same information or information of the same kind for the same or a related purpose, on a recent previous occasion.

(4) Despite subsection (1), a registrant is not required to comply with subsection (1) if the registrant believes on reasonable grounds

(a) that non-compliance is authorized by the patient concerned,

(b) that compliance would:

(i) prejudice the interests of the patient concerned, or

(ii) defeat the purpose or prejudice the use for which the information is collected,

(c) that compliance is not reasonably practicable in the circumstances of the particular case, or

(d) that the information is about law enforcement or anything referred to in sections 15(1) or (2) of the *Freedom of Information and Protection of Privacy Act*.

Manner of Collection of Personal Information

68. Personal information must not be collected by a registrant

(a) by unlawful means, or

(b) by means that in the circumstances intrude to an unreasonable extent upon the personal affairs of the patient concerned.

Accuracy of Personal Information

69. (1) The registrant must make every reasonable effort to ensure that personal information collected about patients is current and is legibly, accurately and completely recorded.

(2) In addition to correcting personal information in a record in accordance with section 70, a registrant who discovers an error or omission in such a record must amend the record to correct the error or omission and that amendment must reflect the original record entry, the identity of the registrant amending the record, the date of the amendment and the reasons for the amendment.

Right to Request Correction of Personal Information

70. (1) A person who believes there is an error or omission in a record containing his or her personal information may request that the registrant having the record in his or her custody or control correct the information.

(2) If, after receiving a request for correction under subsection (1):

(a) the registrant disagrees that there is an error or omission in the record, the registrant must note the request in the record with particulars of the correction that was sought; or,

(b) the registrant agrees that there is an error or omission in the record, the registrant must amend the record to correct the error or omission and that amendment must reflect the original

record entry, the identity of the registrant amending the record, the date of the amendment, and the reasons for the amendment.

Use of Personal Information

71. A registrant may use personal information about a patient only

(a) for the purpose of providing health care services to, or performing health, care services for, the patient, or for a related administrative purpose, or

(b) for a use or disclosure consistent with a purpose specified in paragraph (a)

(i) if the patient has consented to the use, or

(ii) for a purpose for which that information may be disclosed by the registrant under section 72 or otherwise under the *Act*.

Disclosure of Personal Information

72. A registrant must maintain confidentiality of personal information about a patient, and may disclose personal information about a patient only

(a) if the patient concerned has consented to the disclosure,

(b) for the purpose of providing health care services to, or performing health care services for, the patient, or for a related administrative purpose, or for a disclosure consistent with either purpose,

(c) for the purpose of complying with an enactment of, or an arrangement or agreement made under an enactment of, British Columbia or Canada,

(d) for the purpose of complying with a subpoena, warrant or order issued or made by a court, person or body with jurisdiction to compel the production of information,

(e) to an employee of, or contractor providing services to, the registrant, if the information is necessary for the performance of the duties of, or for the protection of the health or safety of, the employee or contractor,

(f) to a lawyer acting for the registrant, for use in civil or criminal proceedings involving the registrant,

(g) if necessary to comply with the *Coroners Act*,

(h) if necessary to comply with the *Ombudsman Act*,

(i) for the purposes of

(i) collecting a debt or fine owing by a patient to the registrant, or

(ii) making a payment owing by the patient to a registrant,

(j) to an auditor, the college or any other person or body authorized by law, for audit purposes,

(k) if the registrant believes on reasonable grounds that there is a risk of significant harm to the health or safety of any person and that the use or disclosure of the information would reduce that risk,

(l) so that the next of kin or a friend of an injured, ill or deceased individual may be contacted,

(m) in accordance with the *Act*, the regulation, or these bylaws, or

(n) as otherwise required by law.

Definition of Consistent Purpose

73. A use or disclosure of personal information is consistent with the purposes of providing health care services to a patient or related administrative purposes under sections 71 and 72 if the use or disclosure has a reasonable and direct connection to either purpose.

Storage of Personal Information

74. A registrant must ensure that all records pertaining to his or her practice, and containing personal information about patients are safely and securely stored

(a) at the pharmacy, or

(b) off site.

Manner of Disposal of Records

75. A registrant must ensure that records are disposed of or destroyed only by

(a) transferring the record to another registrant, or

(b) destroying the records in a manner that ensures that they cannot be reconstructed.

Registrant Ceasing to Practice

76. (1) Except where records must be retained for the purpose of Part 3 of the *Act* and Part 3 of the *Pharmacy Operations and Drug Scheduling* Act, in any case where a pharmacy is closed or a

registrant ceases to practise, for any reason, the records referred to in section 74 must be transferred in accordance with this Part, and the college must be notified and provided with a written summary of the steps taken to transfer those records.

(2) A registrant must make appropriate arrangements to ensure that, in the event that the registrant dies or becomes unable to practise for any reason and is unable to dispose of records referred to in section 74 those records will be safely and securely transferred to another registrant.

(3) A registrant who transfers records containing personal information about a patient transferred in accordance with subsection (1) or (2) must notify the patient.

Protection of Personal Information

77. (1) A registrant must protect personal information about patients by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal.

(2) A registrant must take reasonable measures to ensure that a third party, including a volunteer, employee or contractor of the registrant, or a limited pharmacist does not access, collect, use, disclose, store or dispose of personal information about patients except in accordance with this Part.

Contracts for Handling Personal Information

78. A registrant must ensure that, if personal information about patients is transferred to any person or service organization for processing, storage or disposal, a contract is made with that person which includes an undertaking by the recipient that confidentiality and physical security will be maintained.

Remedying a Breach of Security

79. A registrant must take appropriate measures to remedy any unauthorized access, use, disclosure or disposal of personal information about patients under this Part as soon as possible after the breach is discovered, including

(a) taking steps to recover the personal information or to ensure its disposal if it cannot be recovered,

(b) taking steps to ensure that any remaining personal information is secured,

(c) notifying

(i) anyone affected by the unauthorized access including patients and other health care providers,

(ii) the college, and

(iii) law enforcement officials, if criminal action may have contributed to the unauthorized action, and

(d) modifying existing security arrangements to prevent a re-occurrence of the unauthorized access.

Patient Access to Personal Information

80. (1) For the purposes of this section, **"**access to" means the opportunity to examine or make copies of the original record containing personal information about a patient.

(2) If a patient or a patient's representative makes a request for access to personal information about the patient, the registrant must comply as soon as practical but not more than 45 days following the request by

(a) providing access to the patient or patient's representative,

(b) providing access to the remainder of the personal information if that information excepted from disclosure under subsection (3) can reasonably be severed, or

(c) providing written reasons for the refusal of access to the personal information or to any portion thereof.

(3) The registrant may refuse to disclose personal information to a patient or a patient's representative

(a) if there is a significant likelihood of a substantial adverse effect on the physical, mental or emotional health of the patient,

(b) if there is a significant likelihood of harm to a third party, or

(c) if the disclosure could reasonably be expected to disclose personal information regarding another individual.

(4) If a patient or a patient's representative requests a copy of an original record containing personal information about the patient to which a registrant has given the patient or patient's representative access, a copy must be provided if it can reasonably be reproduced.

(5) A registrant may charge a reasonable fee for the reproduction of personal information which does not exceed the fee specified in Schedule "G".

(6) Subject to subsection (3), a patient under 19 years of age may have access to a record if, in the opinion of the registrant, the patient is capable of understanding the subject matter of the record.

(7) Except if authorized by the patient, a registrant must not provide access to the records of a patient who is under 19 years of age to the guardian or parent of the patient if the subject matter of the record is health care which was provided without the consent of a parent or guardian in accordance with the requirements of section 17 of the *Infants Act.*

Part VIII – General
Liability Insurance

81. (1) Each registrant, other than a student registrant or a non-practising registrant, must obtain and at all times maintain professional liability insurance coverage with a limit of liability not less than $2,000,000 insuring against liability arising from an error, omission or negligent act of the registrant.

(2) Each registrant, other than a student registrant or a non-practising registrant, must obtain and at all times maintain professional liability insurance coverage with a limit of liability not less than $2,000,000 insuring against liability arising from an error, omission or negligent act of an employee of the registrant.

Part IX – Marketing and Advertising

Definitions

82. In this Part:

"advertisement" means the use of space or time in a public medium, or the use of a commercial publication such as a brochure or handbill, to communicate with the general public, or a segment thereof, for the purpose of promoting professional services or enhancing the image of the advertiser;

"marketing" includes

(a) an advertisement,

(b) any publication or communication in any medium with any patient, prospective patient or the public generally in the nature of an advertisement, promotional activity or material, a listing in a directory, a public appearance or any other means by which professional services are promoted, and

(c) contact with a prospective client initiated by or under the direction of a registrant.

Marketing and Advertising

83. (1) When advertising pharmacy services that are required by legislation, the statement, “Required in all British Columbia

Pharmacies", must accompany the advertising and must be of the same size and prominence as all other print in the advertising.

(2) Schedule I drug price advertising must include

(a) the proprietary (brand) name, if any, for the drug and/or the device,

(b) the drug product's generic name and the manufacturer's name,

(c) the dosage form and strength,

(d) total price for a specific number of dosage units or quantity of the drug product, and

(e) the phrase "only available by prescription".

(3) Where Schedule I drug price advertising includes direct or indirect reference to a professional fee charged, the total prescription price must also be incorporated into the advertisement, and both figures must be featured equally.

(4) Schedule I drug price advertising must not include any reference to the safety, effectiveness or indications for use of the advertised prescription drug products or compare the fees charged by the registrant with those charged by another registrant.

(5) Any marketing undertaken or authorized by a registrant in respect of his or her professional services must not be

(a) false,

(b) inaccurate,

(c) reasonably expected to mislead the public, or

(d) unverifiable.

(6) Marketing violates subsection (5) if it

(a) is calculated or likely to take advantage of the weakened state, either physical, mental or emotional, of the recipient or intended recipient,

(b) is likely to create in the mind of the recipient or intended recipient an unjustified expectation about the results which the registrant can achieve,

(c) implies that the registrant can obtain results

(i) not achievable by other registrants,

(ii) by improperly influencing a public body or official, or any corporation, agency or person having any interest in the welfare of the recipient,

(iii) by any other improper means, or

(d) compares the quality of services provided with those provided by another registrant, or a person authorized to provide health care services under another enactment, or another health profession.

(7) The home page of any pharmacy that advertises on a website must clearly show

(a) that the pharmacy is licensed in British Columbia,

(b) the contact information for the college,

(c) a notice to patients that pharmacy practice issues may be reported to the college,

(d) the physical location of the pharmacy operation,

(e) the 10 digit pharmacy telephone number, and

(f) the name of the pharmacy's manager.

Part X – Patient Relations
Patient Relations Program

84. (1) The board must establish a patient relations program to seek to prevent professional misconduct, including professional misconduct of a sexual nature.

(2) For the purposes of the patient relations program, the board must

(a) establish and maintain procedures by which the college deals with complaints of professional misconduct of a sexual nature,

(b) monitor and periodically evaluate the operation of procedures established under subsection (a), and

(c) develop guidelines for the conduct of registrants with their patients.

(3) The registrar must provide information to the public regarding the college's complaint, investigation, and discipline processes.

(4) In this section, "**professional misconduct of a sexual nature**" means

(a) sexual intercourse or other forms of physical sexual relations between the registrant and the patient,

(b) touching of a sexual nature, of the patient by the registrant, or

(c) behavior or remarks of a sexual nature by the registrant towards the patient,

but does not include touching, behavior and remarks by the registrant towards the patient that are of a clinical nature appropriate to the service being provided.

Part XI – Standards of Practice

Community Pharmacy, Hospital Pharmacy, Residential Care Facilities and Homes

85. Standards, limits, and conditions for the practice of the health profession of pharmacy and the provision of pharmacy technician services by registrants, referred to in section 19(1)(k) of the *Act* are established in Parts 1 to 3 of Schedule "F".

Drug Administration

86. Standards, limits, and conditions respecting practising pharmacists and drug administration, referred to in section 19(1)(k) of the *Act*, are established in Part 4 of Schedule "F".

Part XII – Standards of Professional Ethics
Code of Ethics

87. Standards of professional ethics for registrants, including standards for the avoidance of conflicts of interest, referred to in section 19(1)(l) of the *Act,* are established in Schedule "A".