Newfoundland and Labrador Pharmacy Board

The Apothecary

Winter 2015

The Apothecary is the newsletter of the Newfoundland & Labrador Pharmacy Board.
It contains information on a wide variety of topics intended to enhance the practice of all pharmacists in the province of Newfoundland & Labrador.
Pharmacists are responsible for reviewing any and all information contained within including documents which are made available on the NLPB website via links throughout the newsletter.
The Apothecary is now circulated electronically and is available in hard copy format only upon specific request.

As the year draws to an end and the Christmas Season approaches, we take this opportunity to wish you a very Merry Christmas and a Happy New Year.

Best Wishes from the Board Members and Staff of the Newfoundland and Labrador Pharmacy Board.

Holiday Hours for NLPB Office

Please note that, in recognition of the Christmas and New Year holiday season, the Board office will be closed from Thursday, December 24th to Friday, January 1st, inclusive.

If you need assistance during this time, please email inforx@nlpb.ca.

Prescribing Standards of Practice Frequently-Asked Questions

Pharmacists are reminded that an extensive FAQ on the Prescribing Standards of Practice was published in the October 2015 issue of The PostScript and can also be found on the **Frequently-Asked Questions about Pharmacy Practice page** of the NLPB website. Answers to the following questions can be found:

- What activities are covered by the new Standards of Practice – Prescribing by Pharmacists?
- Can all pharmacists prescribe?
- At the end of the online Orientation Program, there is a post-test where you have two attempts to pass the test. What should I do if I fail the test on the second attempt?
- What if I am not comfortable prescribing?
- Are there limitations on Pharmacists' Prescribing?
- What will happen to the Standards of Practice regarding Medication Management?
- The Standards require that the location where the prescribing takes place must be designed and laid out to allow for all patient consultations to be provided in a private patient care environment that is clean, safe, and comfortably furnished for the patient. Does this mean all prescribing-related communications must take place in a private counselling room?
- What is informed consent?
- Is there a list of drugs pharmacists can prescribe for the minor ailments?
- What if I am not sure of the correct therapy or have some doubts as to the diagnosis?
- Can I add refills to a prescription that I have initiated?
- What happens to refills when a prescription is adapted?
- How should I document my prescribing activities?
- I notice that Form A includes a large follow-up section. Does this have to be utilized in every instance of initiating a prescription?
- Should pharmacists now have their own prescription pads? If so, is there a standardized format for the pad?
- When the pharmacist prescribes, are they required to notify other Health Care Providers?

Medication Management Authorizations Expire Dec 31, 2015

Pharmacists are reminded that current authorizations to participate in Medication Management services expire on Dec 31st, after which time pharmacists must be authorized to prescribe under the new Prescribing Standards of Practice in order to continue providing interim supplies, extending prescriptions and adapting prescriptions.

Please note that processing of Applications for Authorization to Prescribe submitted after Dec 23rd may be delayed due to the holiday season. Pharmacists will be notified via email when their application has been approved.

Guidelines for Addressing Pharmacy Robbery

What to do Before a Robbery

General Recommendations

- Ensure lighting levels are sufficient, both inside and outside the premises.
- Ensure adequate staffing levels are on site at all times.
- Limit the wearing of disguising clothing inside the pharmacy (hats, sunglasses, helmets, etc.).
- Ensure that written policies and procedures are developed, implemented and maintained to establish pharmacy security requirements for the prevention of a robbery and break and enter.
- Staff should be trained yearly on robbery prevention and what to do if a robbery occurs.
- Have an emergency response kit available that provides a step-by-step guide on what to do in the event of a robbery or break and enter.
- Develop a positive working relationship with the local police service.

Equipment

- Under the **Standards of Operation-Community Pharmacy**, both the pharmacy as a whole and the dispensary area must be equipped with a security system that provides suitable protection against theft, diversion, and tampering with drugs and other healthcare products. A combination of alarms, cameras, and motion detectors must be utilized to meet this requirement.
  - ⇒ A high definition (HD) closed-circuit television system (CCTV) that has date/time stamped data and archived storage that is available for at least 30 days is recommended. The camera system should be checked daily to ensure proper operation.
  - ⇒ Installation of height markers on exit doors may assist with identification in the event of a robbery. It is possible to have a HD CCTV camera embedded in exit door height markers that captures high quality close-up, eye-height images of everyone who departs the pharmacy.
  - ⇒ A monitored alarm system should include alarms at all windows and doors as well as a separate alarm system for the dispensary (if the dispensary does not make up the entire premises).
  - ⇒ Motion detectors should be located throughout the premises and within the dispensary.
  - ⇒ Explore the possibility of installing a silent panic alarm.
  - ⇒ For pharmacies that are a dispensary only (i.e., do not have a "front store"), explore the possibility of installing a door buzzer entry system.

Specific to Narcotics

- A minimum amount of targeted narcotic and controlled drugs should be kept in the pharmacy at all times. "Minimum" is defined as the amount of narcotic and controlled drugs stocked on site based on the next available delivery and on pharmacy needs.
- Narcotics and controlled drugs must be securely stored, ideally in a safe that is bolted to the floor. Installation of a safe with a time-delay lock may be considered for additional security.
- Ensure that the requirements under section 1.6 of the Standards of Pharmacy Operation-Community Pharmacy (Security and Accountability Procedures for Narcotics and Controlled Drugs) are met. This will allow accurate reporting of lost inventory in the event of a robbery or theft as a result of a break and enter.

(Continued on page 4)

Pharmacy Signage

- The pharmacy should display highly visible signage that identifies:
  - ⇒ a video surveillance system is used in the pharmacy
  - ⇒ limited targeted narcotics and controlled drugs are kept on site
  - ⇒ customers must remove hats, sunglasses, helmets, etc. before entering the premises
  - ⇒ narcotics are stored in a time-delay lock safe (if applicable)

What to do During a Robbery

In the event of a robbery, the fundamental objective should be to maximize safety for staff and patrons.

- Try to remain calm and methodical.
- Do not be a hero; comply - do as told, nothing more and nothing less.
- Utilize non-threatening body language; maintain personal space as much as possible and limit eye contact if possible.
- Attempt to remember as much as possible about the offender(s) (voice, language, clothing, mannerisms, physical description, and distinguishing features).
- Stay out of danger if not directly involved. Consider activation of a silent alarm, if available and can be activated without detection.
- Ensure that the offender's escape route remains clear.

What to do After a Robbery

Immediately Following a Robbery

- Make a note of how the perpetrator exits the area. Consider factors such as movement direction and use of a vehicle (including license plate information, make, model, colour, etc.).
- Immediately close the business; stop store operations, secure the premises and lock all entrances.
- If the police have not already been alerted by a silent alarm, call the police as soon as it is safe to do so.
- Following a robbery, the pharmacy is a crime scene. Maintain the integrity of the site to maximize collection of evidence and the likelihood of apprehending the perpetrator. This could include: avoid touching anything that the offender came into contact with, as this may be able to provide forensic evidence; ask witnesses to remain at the scene until the police can interview them – collect contact details where possible; and ask all witnesses to independently complete a description.
- Once police arrive, give full statements and comply with their requests.

From a Longer-Term Perspective

- As per Federal Narcotic Control Regulations, pharmacists must report any loss or theft of narcotics within 10 days of discovery to Health Canada using a Loss or Theft Report Form for Controlled Substances and Precursors which can be found on the **Pharmacy Practice Resources page** of the NLPB website. A copy of this form should be sent to the NLPB and retained in the pharmacy.
- Attempt to prevent repeat victimization by reviewing details surrounding the security incident and conducting a pharmacy security evaluation to identify areas of risk and improvements.
- Ensure that critical stress debriefing and stress counselling are encouraged as soon as possible following an incident and that all the victims are aware of victim support services that are available.

Reference Documents:

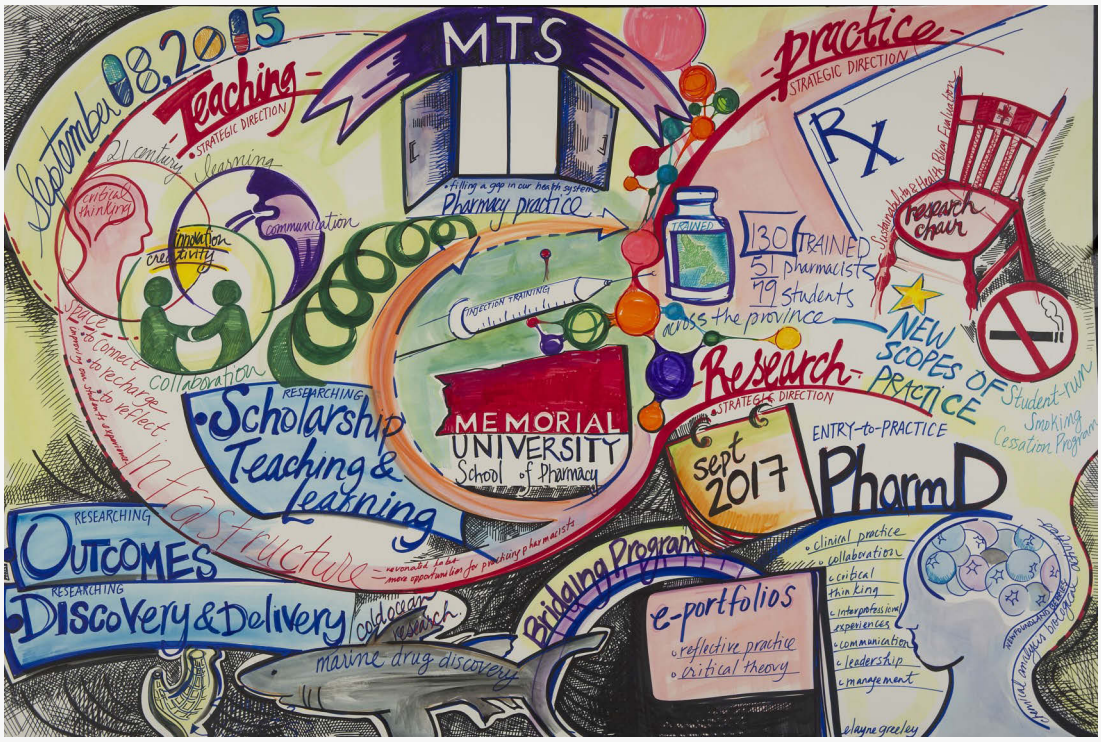
Apothecary, Spring 2011

Community Pharmacy Security Resource Guide (2015), College of Pharmacists of British Columbia. (http://library.bcpharmacists.org/tempfiles/1040-PPP74_ResourceGuide_2015.pdf)

Preventing Violence, Robbery and Theft: A Guide for Retail Owners, Managers, and Workers. (http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/preventing_violence.pdf)

Illustrating Impact: School of Pharmacy Releases Video Annual Report

The School of Pharmacy's 2014-15 Annual Report is now online. The video features clips of visual artist Elayne Greeley creating a colourful graphic illustration of a presentation Dr. Carlo Marra (dean) gave at this year's PANL annual conference.



"Here in the School of Pharmacy, we strive to train pharmacists that will have a positive impact on our citizens and the health-care system," narrates Dr. Marra in the video. "We want to show the impact of our profession. So, for our annual report this year, we are, literally, illustrating."

Read more about the report on the **School of Pharmacy website** or watch the report on **Facebook** or **YouTube**.

Report on Complaints and Discipline

On November 2, 2015, an adjudication tribunal of the disciplinary panel of the Newfoundland and Labrador Pharmacy Board accepted an Agreed Statement of Facts, an Admission Statement and a Joint Submission on disciplinary measures, all of which had been agreed to by the Respondent and the Registrar of the Board.

In the Agreed Statement of Facts, it was agreed that as a result of an inventory check conducted by the pharmacy owner in July 2015, it was discovered that a significant quantity of narcotic and controlled drugs were missing from the pharmacy. The Respondent acknowledged that he stole and ingested the majority of the missing drugs over the past two years due to his struggle with substance abuse and addiction. The Respondent acknowledged his problems with substance abuse and addiction as being the cause of his actions, stated that he is receiving treatment for his addiction, and that he does not plan to practice pharmacy anymore. He also voluntarily relinquished his Certificate of Registration as a Pharmacist to the Registrar, and generally took responsibility for his actions. He has also co-operated fully with the Board in its review and processing of the allegation, and in the complaints process.

In the Admission Statement, the Respondent pleaded guilty to violating section 35(c) of the *Pharmacy Act, 2012* defining conduct deserving of sanction, By-Laws of the Newfoundland and Labrador Pharmacy Board defining Professional Misconduct, and the Code of Ethics adopted by the NL Pharmacy Board.

The Adjudication Tribunal accepted the Respondent's guilty plea and the Joint Submission on Penalty and ordered that the Respondent's Certificate of Registration, which was voluntarily surrendered to the Registrar, shall remain in the possession of the Board, and shall remain suspended pending satisfaction of the conditions set out below.

The Respondent is permitted to re-register as a pharmacist, subject to the Act, Regulations and By-Laws, at such time that the following conditions are met:

- The Respondent must produce, from a physician of the Board's choosing, acceptable certification, in writing, that he is medically fit to perform the duties required of a pharmacist practicing in a patient care setting.

In addition, upon any future re-registration,

- the Respondent is prohibited from being a Pharmacist-in-Charge as defined in the Act for a period of five years or such other time as the Board may permit; and
- the Respondent is prohibited from practicing as a sole practitioner in a licensed pharmacy and will be required to practice with another registrant of the Board, until such time as the Board may permit.

Looking for a Receipt?

Did you know you can view and print your invoices and receipts at any time? Under **My Profile**, click **Renewal/Other Invoices** to see a list of invoices. Click the invoice number you want to view. You can print it right from your browser by clicking on the printer icon.

Postscript Recap

Since the last issue of The Apothecary, the Board has posted several issues of The Postscript. A summary of some key articles is provided below. Please visit the **NLPB Newsletters page** of the NLPB website to view all past issues.

September 2015

- Pharmacist-in-Charge Requirements
- Expression of Interest – Pharmacy Technician Board Appointment
- Transition Period for Opioid Dependence Treatment Standards of Practice Ending Soon

October 2015

- FAQ Regarding the Prescribing Standards of Practice
- Results of 2015 Board Elections

November 2015

- FAQ Regarding Professional Development
- Reminders Regarding the Prescribing Standards of Practice
- Responsibilities of the Pharmacist-in-Charge
- Standards of Pharmacy Operation
- Reminder of Upcoming Deadlines - Opioid Dependence Treatment Standards of Practice

December 2015

- Narcotic and Controlled Drug Inspections by Health Canada
- Application to Register as a Pharmacy Participating in Opioid Dependence Treatment Services
- Medication Management Authorizations Will Expire on December 31, 2015
- Safety Concerns Regarding the Storage of Medications in Certain BD Syringes

Missing Our Newsletters?

Personal Information Changed?

You can update your address, phone number or email address at any time. Under **My Profile**, click **Edit My Profile** and make the changes. Scroll to the bottom and click **Save**. Quick and easy, and no charge!

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