COLLEGE OF PHARMACY
OF NEWFOUNDLAND AND LABRADOR

CENTRALIZED PRESCRIPTION PROCESSING (CENTRAL FILL)

Policy

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1. INTRODUCTION

1.1. Centralized prescription processing (central fill) refers to a service one licensed pharmacy provides to another where:

a) an "originating pharmacy" receives a prescription from a patient, collects and documents relevant patient information, assesses therapeutic appropriateness, identifies and resolves drug related problems, and provides patient care; and

b) a "central fill pharmacy" acts as an agent of the originating pharmacy to prepare and package prescription orders on the originating pharmacy's direction.

1.2. Centralized prescription processing of any drugs listed in the *Controlled Drugs and Substances Act (Canada)* (CDSA) and its related regulations (this includes narcotics, controlled drugs, and targeted substances, including benzodiazepines) must be in compliance with the CDSA and its related regulations.

2. CONDITIONS TO PARTICIPATE IN CENTRAL FILL

2.1. Prior to engaging with a central fill pharmacy, the originating pharmacy must ensure that both pharmacies are located in Newfoundland and Labrador and are licensed by the College of Pharmacy of Newfoundland and Labrador (CPNL) or licensed in a Canadian jurisdiction which has an agreement or formal undertaking with CPNL for this form of collaboration.

2.2. Prior to entering into an arrangement to offer central fill services, the central fill pharmacy must ensure the following requirements are met:

a) The central fill pharmacy must apply to CPNL, using the appropriate form, and include a copy of the policy and procedure manual referred to in 2.2 b).

b) The central fill pharmacy must develop and maintain a policy and procedure manual outlining, at a minimum, the following information:

- The workflow involved in processing each prescription, including how prescriptions will be transmitted from the originating pharmacy to the central fill pharmacy and how prepared prescriptions will be returned to the originating pharmacy or delivered to the patient.
- How patient confidentiality and the privacy of patient health information will be maintained and meet the requirements of federal and provincial legislation.
- How the central fill pharmacy will receive requests from the originating pharmacy and maintain records of such for the purposes of filing and record keeping.
- How effective two-way communication between the pharmacies on pertinent patient and prescription issues will be maintained.
- How medication incidents and near-misses related to prescriptions involved in central fill prescription processing will be addressed and reported in accordance with CPNL's *Standards of Practice - Continuous Quality Improvement and Medication Incident Reporting in Community Pharmacy*.
- How prescriptions will be able to be tracked through the stages of the patient care and prescription preparation processes, including documentation of the pharmacist(s), pharmacy technician(s) and other pharmacy staff involved in the various stages of the process.
- A description of the quality assurance processes that will be implemented at each pharmacy to enable:
    - monitoring of the quality and integrity of the central fill program,
    - identification of opportunities to improve patient care, and
    - identification of issues that need to be reviewed and resolved.

2.3. Once the pharmacy is authorized, prior to initiating central fill services, the central fill pharmacy must ensure the following requirements are met:

a) There must be a written agreement between the originating pharmacy and the central fill pharmacy, which outlines the services to be provided and the roles, responsibilities and accountabilities of each pharmacy.

- The agreement must be in compliance with federal and provincial legislation, CPNL's *Standards of Pharmacy Operation - Community Pharmacy (SOPO-Community)*, and all relevant Standards of Practice.

- The agreement must be signed by the owners and pharmacists-in-charge of both the originating pharmacy and the central fill pharmacy. If the two pharmacies have common ownership, the agreement may take the form of a corporate policy.
- A new agreement must be signed within seven days of any change in ownership or pharmacist-in-charge.
- The agreement must be available to CPNL upon request.

b) The central fill pharmacy must provide the originating pharmacy with a copy of the policy and procedure manual developed in accordance with 2.2. b).

3. RESPONSIBILITIES OF THE CENTRAL FILL PHARMACY

When providing central fill services, the central fill pharmacy is responsible for:

a) ensuring that prescriptions are prepared in accordance with the requirements of federal and provincial legislation, the *SOPO-Community*, and all relevant Standards of Practice and the terms of the agreement with the originating pharmacy, including but not limited to, the accuracy of labelling, packaging, processing and record keeping of the drug product preparation;

b) ensuring that, in addition to meeting the prescription labelling requirements set forth in the *SOPO-Community*, the prescription label also identifies that a central fill pharmacy was involved in preparing the prescription and includes the name of that pharmacy; and

c) ensuring that prescription delivery takes place in accordance with the requirements set forth in the *SOPO-Community*. The central fill pharmacy is responsible for maintaining the safety and integrity of the drug product, including the maintenance of cold chain, until received by the originating pharmacy. There must be an established process in place that gives assurance to the originating pharmacy of this integrity. In situations where the central fill pharmacy delivers the drug product directly to the patient or the patient's agent (e.g. long-term care facilities), they are responsible for the safety and integrity of the drug product until it is received by the patient or agent.

4. RESPONSIBILITIES OF THE ORIGINATING PHARMACY

When utilizing central fill services, the originating pharmacy is responsible for:

a) receiving the prescription from the patient or the patient's agent. All interactions with the patient, the patient's agent and prescribers are the responsibility of the originating pharmacy;

b) with the exception of a drug dispensed in a hospital pharmacy, ensuring that the patient or the patient's agent has provided informed consent to the fact that the prescription will be processed by a central fill pharmacy and that there will be transfer of personal health information. This consent must be appropriately documented and maintained by the originating pharmacy;

c) meeting the requirements of federal and provincial legislation, the *SOPO-Community*, and all relevant Standards of Practice for all prescriptions, including but not limited to, collecting and documenting all relevant patient information, performing the patient assessment, reviewing all prescriptions for appropriateness, identifying and resolving drug therapy problems, providing all patient education and information and performing monitoring and follow-up;

d) meeting the terms of the agreement with the central fill pharmacy, including but not limited to, prescription order entry and filing and storing of all documentation relating to the prescription and the patient for a minimum of ten years as per the record keeping requirements set forth in the *SOPO-Community*;

e) ensuring there is a method of identifying which prescriptions were transmitted to the central fill pharmacy for processing. A copy of the prescription should be retained in the originating pharmacy; and

f) maintaining the safety and integrity of the drug product from the time it is received from the central fill pharmacy until it is released to the patient.