



OPENING A REMOTE DISPENSING LOCATION

A Checklist

“A remote dispensing location” means a place where drugs are dispensed or sold by retail to the public under the supervision of a pharmacist who is not physically present.

The following checklists are designed to assist the designated manager in preparing for an assessment prior to the beginning of operation of a remote dispensing location (RDL).

There are two checklists:

- A. RDL staffed with a Regulated Pharmacy Technician***
- B. RDL with an Automated Pharmacy System (APS)***

PLEASE USE THE APPROPRIATE ONE.

Remote Dispensing Location staffed by Regulated Pharmacy Technician

As per Regulation 264/16, Part IV (Standards for Accreditation), s. 24-27.

Location and Access

- Is the remote dispensing location in a well lit, indoor, well ventilated area appropriate for the provision of health care services?
- Is the location accessible to the public only during the hours that a pharmacist is physically present either in the remote dispensing location or in the pharmacy that operates it?
- Is the dispensary constructed so it is not accessible to the public?

Signage

- Is there a sign posted identifying the pharmacy that operates the remote dispensing location and the name of the designated manager?
- Is there a notice informing the public where the patient records for medications dispensed from the location will be located?
- Are the hours of operation posted?
- The Point of Care sign and the Usual and Customary Fee and Notice to Patients signs will be provided by the Practice Advisor upon completion of a satisfactory assessment. These signs are to be posted BEFORE opening.
 - Post Point of Care sign in an area visible to public
 - Display Usual and Customary Fee and Notice to Patients sign in an area easily seen by a person presenting a prescription to be filled.

Standards of Accreditation and Operation – DPRA, O. Reg. 264/16, Part IV

1. Computer:

- Is the computer system set up and operational?
- Does the computer system allow access to internet sites and other electronic resources?
- Is there equipment available which allows the pharmacy to receive, send and make accurate copies of electronic and non-electronic documents? (e.g. fax machine)
- Does the pharmacy have equipment to scan documents (including written prescriptions) and to store them electronically?
- Is the computer system secure enough to ensure that only authorized persons have access to the system?
- Is each person uniquely identified?
- Does the system control which functions can be accessed by specific employees?

- Can the system create an accurate audit trail of those employees accessing the system?
- Is there a backup and recovery system for the computer?
Note: Backup should be done daily and stored off site (readily retrievable) or in a fire proof and theft resistant safe

2. Accredited Area and Dispensary:

- What is the total size of the accredited area? (Minimum of 18.6 m² or 200 ft²)
- What is the dispensary floor area? (Minimum 9.3 m² or 100 ft²)
- Is the dispensary constructed in way that is not accessible to the public?
- Does the pharmacy have a separate and distinct patient consultation area offering 'acoustical privacy'?
- Is the accredited area part of a larger area (e.g. part a medical centre)?
- If so, how is the accredited area kept secure/physically separated from the non-accredited area?
- Are there two sinks (or one double sink) within the dispensary?
- Does the dispensary have a sink with hot and cold running water?
- Is there an adequate supply of soap?
- Is there a minimum of 1.12m² (12 ft²) of work surface for the preparation for dispensing and for the compounding of drugs?
- Is there a refrigerator to store drugs and medications only?
 - Is there a device to accurately display the internal optimal temperature of 2-8 °C?
- Is there sufficient equipment (e.g. Graduates, mortar and pestles, spatulas etc.) for the operation of the dispensary?
- Is there a torsion or electronic balance? If electronic, sensitivity needs to be appropriate to meet the needs of the specific compounding practice?
- Is there a sufficient supply of the following consumable material?
 - Bottles and caps, ointment jars and caps
 - Distilled or de-ionized water (or similar approved type)
 - Child resistant vials including light resistant vials

3. Library References

- Are the current editions of the required references accessible to the member working in the RDL?
Note: the required reference guide is available on the OCP website www.ocpinfo.com

4. Drug Schedules/Inventory

- Are Schedule II & III drugs sold from an area to which the public does not have access?
- Are there systems in place to record, track and maintain an audit trail of the acquisition and all movement of inventory of drugs and other medications between and among the pharmacy and its RDL(s)?
- No controlled drugs, narcotic drugs, targeted substances or verbal prescription narcotics shall be located at a remote dispensing location , unless the remote

dispensing location has safeguards in place that have been approved by the Council as preventing the unauthorized access to, or diversion of, such drugs and substances.

5. Audio-Visual Link

- Is there an operational live, two-way audio-visual link that permits dialogue and communication between the patient and pharmacist who is present at the accredited pharmacy operating the remote location?
- Is there a system in place to immediately cease operation if there is a disruption of the audio-visual link?

6. Prescription Label

- Does the prescription label contain the following information?:
 - Trading name and ownership name as filed with OCP (DPRA, s.156)
 - Name, address and telephone number of the pharmacy that operates the remote dispensing location
 - A unique identifier, attached to the prescription number, that identifies that the prescription was dispensed from a remote dispensing location
 - The municipal address of the remote dispensing location
 - A toll-free telephone number at which the patient may contact the pharmacy that operates the remote location during business hours

7. Safety and Security

- Is there an alarm system to warn the designated manager of any theft, tampering or alteration of the RDL or any of its equipment?

Policy and Procedure Manual

- Is there a manual where policies and procedures for the remote dispensing location are documented?
- Does the manual contain written policies and procedures that include, but are not limited, to the following?:
 - Operation and maintenance of all equipment and processes
 - Maintenance of patient confidentiality and privacy of health information and access
 - Track and maintain an audit trail of the acquisitions and all movement of inventory of drugs and other documents of all such acquisitions and movement of inventory
 - What to do in the event of a failure in the audio-visual link
 - Monthly on-site assessment procedures

Remote Dispensing Location with an Automated Pharmacy System (APS)

As per Regulation 264/16, Part IV (Standards for Accreditation), s. 24-27.

Location and Access

- Is the remote dispensing location in a well lit, indoor, well ventilated area appropriate for the provision of health care services?
- Is the location accessible to the public only during the hours that a pharmacist is physically present either in the remote dispensing location or in the pharmacy that operates it?

Signage

- Is there a sign posted identifying the pharmacy that operates the remote dispensing location and the name of the designated manager?
- Is there a notice informing the public where the patient records for medications dispensed from the location will be located?
- Are the hours of operation posted?
- The Point of Care sign and the Usual and Customary Fee and Notice to Patients signs will be provided by the Practice Advisor upon completion of a satisfactory assessment. These signs are to be posted BEFORE opening.
 - Post Point of Care sign in an area visible to public
 - Display Usual and Customary Fee and Notice to Patients sign in an area easily seen by a person presenting a prescription to be filled.

Standards of Accreditation and Operation – DPRA, O. Reg. 264/16, Part IV

1. Drug Schedules/Inventory

- Are Schedule II and III drugs sold from the APS?
- Are drugs loaded into the APS by the Designated Manager or his or delegate?
- Are there systems in place record, track and maintain an audit trail of the acquisition and all movement of inventory of drugs and other medications between and among the pharmacy and its RDL(s)?
- No controlled drugs, narcotic drugs, targeted substances or verbal prescription narcotics shall be made available from a remote dispensing location, unless the remote dispensing location has safeguards in place that have been approved by the

Council as preventing the unauthorized access to, or diversion of, such drugs and substances.

2. Audio-Visual Link

- Is there an operational live, two-way audio-visual link that permits dialogue and communication between the patient and pharmacist who is present at the accredited pharmacy operating the remote location?
- Is there a system in place to immediately cease operation if there is a disruption of the audio-visual link?

3. Prescription Label

- Does the prescription label contain the following information?:
 - Trading name and ownership name as filed with OCP (DPRA, s.156)
 - Name, address and telephone number of the pharmacy that operates the remote dispensing location
 - A unique identifier, attached to the prescription number, that identifies that the prescription was dispensed from a remote dispensing location
 - The municipal address of the remote dispensing location
 - A toll-free telephone number at which the patient may contact the pharmacy that operates the remote location during business hours

4. Safety and Security

- Are medications which require refrigeration able to be kept at a temperature between 2 – 8 °C?
 - Is there a method to display the temperature in the refrigeration device?
- Is the construction of the APS such that it prevents unauthorized access?
- Is there an alarm system to warn the designated manager of any theft, tampering or alteration of the APS or any of its equipment, or any refrigerator temperature fluctuation outside of the required 2 – 8 °C.?
- Does the APS have the following required features?:
 - Securely locked
 - Is it securely affixed so it cannot be moved by unauthorized persons
 - Does the system use bar coding, microchip or other technology to verify accurate dispensing of medications
 - Ability to create and transmit a digitally scanned image of a paper-based prescription which has been approved by the College

Policy & Procedure Manual

- Is there a manual where policies and procedures for the remote dispensing location are documented?
- Does the manual contain written policies and procedures that include, but are not limited, to the following?:
 - Operation and maintenance of all equipment and processes
 - Accuracy of loading drugs into the APS
 - Safety procedures
 - Maintenance of patient confidentiality and privacy of health information and access
 - Track and maintain an audit trail of the acquisitions and all movement of inventory of drugs and other documents of all such acquisitions and movement of inventory
 - What to do in the event of a failure in the audio-visual link
 - Monthly on-site assessment procedures