Overview

A remote dispensing location (RDL) is defined as "a place where drugs are dispensed or sold by retail to the public under the supervision of a pharmacist who is not physically present". A RDL is operated by, but is not at the same location as, a community pharmacy whose certificate of accreditation has been amended to permit its operation. RDLs also have additional requirements that must be met to ensure the safe delivery of medication to the public.

There are two types of remote dispensing locations (RDL). Please use the appropriate checklist:

- This checklist is for opening a RDL with an automated pharmacy system (APS) using technology that has been approved by the Board of Directors
  - Currently, MedCentre (MedAvail) has been approved as an acceptable APS for use in Ontario

- For opening a RDL with a dispensary staffed by a regulated pharmacy technician who is supervised remotely by a pharmacist present at the accredited pharmacy, please use the other checklist:
  - Checklist for Opening a Remote Dispensing Location; Dispensary Staffed by a Pharmacy Technician

All new RDLs are assessed before opening and as part of the routine assessment of the community pharmacy it's operated by. The operating pharmacy and RDL must meet all of the requirements and standards set out in the *Drug and Pharmacies Regulation Act* (DPRA) and *O. Reg. 264/16*.

Additional references:
- Guidance - Operation of a Remote Dispensing Location
- Opening a Remote Dispensing Location
- Remote Dispensing Frequently Asked Questions

Checklist for Opening a Remote Dispensing Location

With an Automated Pharmacy System (APS)

Location and Access

☐	Is the RDL in a well-lit, indoor, well ventilated area appropriate for the provision of health care services?
☐	Is the RDL 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   DPRA, s.146 (3); O. Reg. 264/16, s.19

☐	Is there a sign posted identifying the Designated Manager (DM) and the address and contact information for the pharmacy under whose certificate of accreditation the RDL operates?
☐	Is there a notice informing the public where the patient records for medications dispensed from the RDL will be kept?
☐	Are the hours of operation posted?

The Point of Care symbol and the Usual and Customary Fee and Notice to Patients signs will be provided by the College after completion of a satisfactory accreditation assessment and are to be posted as soon as possible after they are received.

☐	Display Point of Care symbol in an area easily visible to public.
☐	Display Usual and Customary Fee and Notice to Patients signs 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

Drug Schedules/Inventory (DPRA, O. Reg 264/16, Part II)

☐	Are Schedule II and III drugs sold from the APS?
☐	Are drugs loaded into the APS by the Designated Manager (DM) or their delegate?
☐	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 substances (i.e., controlled drugs, narcotic, targeted substances) shall be located at a RDL, unless it has safeguards in place that have been approved by the Board as preventing the unauthorized access to, or diversion of, such drugs and substances.

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 RDL?
☐	Is there a system in place to immediately cease operation if there is a disruption of the audio-visual link?

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 RDL ☐ A unique identifier, attached to the prescription number, to identify that the prescription was dispensed from a RDL ☐ The municipal address of the RDL ☐ A toll-free telephone number at which the patient may contact the pharmacy that operates the RDL during business hours

Checklist for Opening a Remote Dispensing Location
With an Automated Pharmacy System (APS)

Safety and Security

☐	Are medications which require refrigeration able to be kept at a temperature between 2 – 8 °C?
☐	Is there a device to accurately display the internal optimal refrigerator temperature of 2 – 8 °C?
☐	Is the construction of the APS such that it prevents unauthorized access?
☐	Is there an alarm system to warn the DM 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 ☐ Securely affixed so it cannot be moved by unauthorized persons ☐ Uses 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 using technology which has been approved by the College

Policy and Procedure Manual

☐	Is there a manual where policies and procedures for the RDL 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 ☐ Maintaining an audit trail of the acquisitions and movement of drug inventory 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