

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 a dispensary staffed by a regulated pharmacy technician who is supervised remotely by a pharmacist present at the accredited pharmacy
- For opening a RDL with an automated pharmacy system (APS) using technology that has been approved by the Board of Directors please use the other checklist:
 - Checklist for Opening a Remote Dispensing Location; With an automated pharmacy system (APS)
 - Currently, MedCentre (MedAvail) has been approved as an acceptable APS for use in Ontario

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

Dispensary Staffed by a Pharmacy Technician

Location and Access	
<input type="checkbox"/>	Is the RDL in a well-lit, indoor, well ventilated area appropriate for the provision of health care services?
<input type="checkbox"/>	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?
<input type="checkbox"/>	Is the dispensary constructed in a way that is not accessible to the public?

Signage DPRA, s.146 (3); O. Reg. 264/16, s.19	
<input type="checkbox"/>	Is the Point of Care symbol* displayed in an area easily visible to the public either before or immediately after entering the accredited area?
<input type="checkbox"/>	Are the <u>Usual and Customary Fee</u> and <u>Notice to Patients</u> signs* displayed in an area easily seen by a person presenting a prescription to be filled?
<input type="checkbox"/>	Are the hours of operation posted?
<input type="checkbox"/>	Is a <u>No Narcotics on Site</u> sign displayed at each entrance to the RDL and in an area easily seen by a person presenting a prescription to be filled? (11"x17" sign: English French ; 8.5"x11 sign: English French)
<input type="checkbox"/>	Is there a notice informing the public where the patient records for medications dispensed from the RDL will be kept?
<input type="checkbox"/>	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?
*These mandatory signs are provided by the College after completion of a satisfactory accreditation assessment and are to be posted as soon as possible after they are received.	

Standards of Accreditation and Operation DPRA, O. Reg. 264/16, Part IV	
Computer (Pharmacy Practice Management System (PPMS))	
<input type="checkbox"/>	Is the PPMS set up and operational?
<input type="checkbox"/>	Does the PPMS allow access to internet sites and other electronic resources?
<input type="checkbox"/>	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)
<input type="checkbox"/>	Does the pharmacy have equipment to scan prescriptions and other documents and store them electronically?
<input type="checkbox"/>	Is the PPMS secure enough to ensure that only authorized persons have access to the system?
<input type="checkbox"/>	Is each person uniquely identified?
<input type="checkbox"/>	Does the PPMS control which functions can be accessed by specific employees?
<input type="checkbox"/>	Can the PPMS create an accurate audit trail of those employees accessing the system?
<input type="checkbox"/>	Is there a backup and recovery system for the PPMS? Note: Backup should be done daily and stored off site (readily retrievable) or in a fire proof and theft resistant safe

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Dispensary Staffed by a Pharmacy Technician

Standards of Accreditation and Operation (continued)		DPRA, O. Reg. 264/16, Part IV
Accredited Area and Dispensary		
<input type="checkbox"/>	What is the total size of the accredited area? (Minimum of 18.6 m ² or 200 ft ²)	
<input type="checkbox"/>	What is the dispensary floor area? (Minimum 9.3 m ² or 100 ft ²)	
<input type="checkbox"/>	Is there a separate and distinct patient consultation area offering 'acoustical privacy'?	
<input type="checkbox"/>	Is the accredited area part of a larger area (e.g., part of a medical centre)? If so, how is the accredited area kept secure/physically separated from the non-accredited area?	
<input type="checkbox"/>	Are there two sinks (or one double sink) within the dispensary?	
<input type="checkbox"/>	Does the dispensary have a sink with hot and cold running water?	
<input type="checkbox"/>	Is there an adequate supply of soap?	
<input type="checkbox"/>	What is the work surface for the preparation for dispensing and for the compounding of drugs? (Minimum of 1.12m ² or 12 ft ²)	
<input type="checkbox"/>	Is there a refrigerator to store drugs and medications only?	
<input type="checkbox"/>	Is there a device to accurately display the internal optimal refrigerator temperature of 2-8 °C?	
<input type="checkbox"/>	Is there sufficient equipment (e.g., graduates, mortar and pestles, spatulas etc.) for the operation of the dispensary?	
<input type="checkbox"/>	Is there a torsion or electronic balance? If electronic, sensitivity needs to be appropriate to meet the needs of the specific compounding practice.	
<input type="checkbox"/>	Is there a sufficient supply of the following consumable material? <ul style="list-style-type: none"> <input type="checkbox"/> Bottles and caps, ointment jars and caps <input type="checkbox"/> Distilled or de-ionized water <input type="checkbox"/> Child resistant vials including light resistant vials 	
Library		
<input type="checkbox"/>	Is there on-line access to the legislation, OCP website (including Pharmacy Connection), and the ODB Formulary?	
<input type="checkbox"/>	Are all the required references accessible to the registrant(s) working in the RDL? To access the Required Reference Guide (Pharmacy Library): https://www.ocpinfo.com/regulations-standards/additional-resources	
Drug Schedules/Inventory (DPRA, O. Reg 264/16, Part II)		
<input type="checkbox"/>	Are Schedule II drugs only available for sale from the dispensary?	
<input type="checkbox"/>	Are Schedule III drugs only available for sale from an area in the RDL to which the public does not have access?	
<input type="checkbox"/>	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, or targeted substances) shall be located at a RDL.		
Audio-Visual Link		
<input type="checkbox"/>	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?	
<input type="checkbox"/>	Is there a system in place to immediately cease operation if there is a disruption of the audio-visual link?	

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Dispensary Staffed by a Pharmacy Technician

Standards of Accreditation and Operation (continued)		DPRA, O. Reg. 264/16, Part IV
Prescription Label		
<input type="checkbox"/>	<p>Does the prescription label contain the following information?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Trading name and ownership name as filed with OCP (DPRA, s.156) <input type="checkbox"/> Name, address and telephone number of the pharmacy that operates the RDL <input type="checkbox"/> A unique identifier, attached to the prescription number, to identify that the prescription was dispensed from a RDL <input type="checkbox"/> The municipal address of the RDL <input type="checkbox"/> A toll-free telephone number at which the patient may contact the pharmacy that operates the RDL during business hours 	
Safety and Security		
<input type="checkbox"/>	Is the RDL designed, constructed and maintained so as to prevent unauthorized access?	
<input type="checkbox"/>	Is there an alarm system to warn the DM of any theft, tampering or alteration of the RDL or any of its equipment, or any refrigerator temperature fluctuation outside of the required 2 – 8 °C ?	
Policy and Procedure Manual		
<input type="checkbox"/>	Is there a manual where policies and procedures for the remote dispensing location are documented?	
<input type="checkbox"/>	<p>Does the manual contain written policies and procedures that include, but are not limited to, the following?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Operation and maintenance of all equipment and processes <input type="checkbox"/> Safety procedures <input type="checkbox"/> Maintenance of patient confidentiality and privacy of health information and access <input type="checkbox"/> Maintaining an audit trail of the acquisitions and movement of drug inventory and other documents of all such acquisitions and movement of inventory <input type="checkbox"/> What to do in the event of a failure in the audio-visual link <input type="checkbox"/> Monthly on-site assessment procedures 	