

Overview

- The checklist below outlines key considerations for opening a new pharmacy and preparing for accreditation.
- A complete application must be submitted to **Pharmacy Applications and Renewals (PAR)** at least 45 days prior to the planned opening.
- Once an application has been approved, a **Community Operations Advisor (COA)** will contact the **Designated Manager (DM)** of the pharmacy to schedule an assessment prior to the proposed opening date.
- It is important that the COA is informed as soon as possible regarding any changes to the date of assessment. If the COA does not accredit the pharmacy and another visit is required, the pharmacy will be subject to a second assessment fee and the opening may be delayed.
- It is the responsibility of the DM to ensure the premises are in a state that it would be 'ready to open' on the day of the assessment. If it is not, this could result in the denial of accreditation and a second assessment/fee as noted above.
- Issues identified during the assessment will be reviewed with the pharmacist on duty and an action plan may be required. It is recommended that the DM be present or available the day of the assessment.
- After a successful accreditation assessment, the COA will contact the [Ministry of Health](#) with the assessment result and then provide the pharmacist on site with the accreditation number.
- On the agreed opening date, PAR will send the Certificate of Accreditation to the Director Liaison and DM.
- A follow-up assessment (aka "call-back") will take place in approximately 3-6 months using the [Community Pharmacy Assessment Criteria](#).
- Any future changes to the pharmacy's floor plan/layout as accredited are considered a [renovation](#) and must be approved by the College.

Additional resources:

- [Opening a Pharmacy](#)
 - [Application for Certificate of Accreditation as a Community Pharmacy](#)
 - [FAQs on Opening and Operating a Pharmacy](#)
- Guidance - [Accreditation and Operation of a Pharmacy](#)
 - [O. Reg. 264/16](#): Standards of Accreditation
 - [Standards of Operation](#)

For questions about:	Please contact:
Opening a Pharmacy , the accreditation process, application package, status of your application, or pharmacy ownership	Pharmacy Applications & Renewals (PAR) pharmacyapplications@ocpinfo.com or x3600
The Accreditation Assessment Criteria for Community Pharmacies and scheduling the assessment	Your Community Operations Advisor (COA) or OCPAssessments@ocpinfo.com
Standards of accreditation, standards of operation, guidance documents and legislative references	Practice Consultants pharmacypractice@ocpinfo.com or x3500

Pharmacy Information	
Pharmacy Name	Website (if applicable)

Signage		DPR, O. Reg. 264/16, s.19; DIDFA, O. Reg. 936
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.		
<input type="checkbox"/>	Is the Point of Care sign displayed in an area easily visible to public either before or immediately after entering the accredited area?	
<input type="checkbox"/>	Are the Usual and Customary Fee and Notice to Patients 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 the Designated Manager (DM) certificate of registration or a sign identifying the DM posted in an area visible to the public? Access a fillable certificate here: http://www.ocpinfo.com/library/forms/download/Designated%20Manager%20Certificate.pdf	
<input type="checkbox"/>	How will professional pharmacy personnel be identified? (i.e. signage, name badge, lab coat embroidered with name and title, etc.)	

Standards of Accreditation		DPR, O. Reg. 264/16, Part IV
Equipment and Technology		
<input type="checkbox"/>	Is the Pharmacy Practice Management (computer) System (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 documents (including written prescriptions) and to 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? Unique identifiers must not be shared.	
<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 computer? Note: Backup should be done daily and may be stored off site in a secure and retrievable location, or in a fire proof and theft resistant safe. Electronic data must be adequately encrypted and secure to prevent unauthorized disclosure of personal health information.	
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)	m ² / ft ²
<input type="checkbox"/>	What is the dispensary floor area? (Minimum of 9.3 m ² or 100 ft ²)	m ² / ft ²
<input type="checkbox"/>	Is the dispensary constructed in a way that is not accessible to the public?	
<input type="checkbox"/>	Is there a separate and distinct patient consultation area offering 'acoustical privacy'?	

Standards of Accreditation (continued)		DPPRA, O. Reg. 264/16, Part IV
Accredited Area and Dispensary (continued)		
<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 portion of the premises? (<i>Note: This is not the same as a "lock and leave" defined in legislation and described on the next page.</i>)	
<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"/>	Is there a work surface for the preparation for dispensing and for the compounding of drugs? (Minimum of 1.12 m ² or 12 ft ²)	m ² / ft ²
<input type="checkbox"/>	Is there a refrigerator of sufficient size, 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. Graduated cylinders, 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 and it must be calibrated accordingly.	
<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 	

Standards of Operation		DPPRA, O. Reg. 264/16, Part IV
<input type="checkbox"/>	Is the pharmacy area clean, free from clutter and ready for opening to the public?	
<input type="checkbox"/>	Can all surface areas be easily cleaned and disinfected?	
<input type="checkbox"/>	Is there an appropriate waste disposal service for unserviceable stock of drugs and other products?	
<input type="checkbox"/>	Will the pharmacy be participating in the Ontario Medications Return and/or Sharps Collection Program for post-consumer product returns from the public? http://healthsteward.ca/pharmacists/	
<input type="checkbox"/>	Is there a shredder or service for proper disposal of confidential personal health information?	
<input type="checkbox"/>	Does the location of the fax machine protect patient confidentiality?	

Library	
<input type="checkbox"/>	Are all the required references accessible to the registrant(s) working in the pharmacy? To access the Required Reference Guide (Pharmacy Library): https://www.ocpinfo.com/regulations-standards/additional-resources <ul style="list-style-type: none"> <input type="checkbox"/> Are there texts appropriate to the specialty practice of the pharmacy (e.g. Geriatric dosage handbook for those servicing long-term care or retirement facilities; pediatric dosing guide)? <input type="checkbox"/> Is there on-line access to the legislation, OCP website (including Pharmacy Connection), and the ODB Formulary?

Drug Schedules/Inventory		DPR, O. Reg 264/16, Part II
<input type="checkbox"/>	Are all Schedule II drugs located in the dispensary or an area with no public access and no opportunity for patient self-selection?	
<input type="checkbox"/>	Are non-prescription narcotics (i.e., low-dose, exempted codeine preparations) located away from public view?	
<input type="checkbox"/>	Are all Schedule III drugs located in the dispensary or an area within 10 m (30 ft) of the dispensary (Professional Products Area)?	
<input type="checkbox"/>	How will controlled substances (i.e., controlled drugs, narcotics and targeted substances) be kept to ensure they are 'reasonably secure'?	

Lock and Leave		DPR, O. Reg 264/16, Part V
<input type="checkbox"/>	Is the pharmacy operating as a lock and leave? For further information, refer to: https://www.ocpinfo.com/practice-education/opening-operating-pharmacy/lock-leave/	
<input type="checkbox"/>	If yes, does the area completely restrict public access to the Schedule I, II and III drugs when a pharmacist is not present? <i>Note: Lock and Leave must be operational and ready for approval at opening assessment.</i>	

Prescription Label		DPR, s156
<input type="checkbox"/>	Do the prescription labels contain the following information? <input type="checkbox"/> Trading name and ownership name as filed with OCP <input type="checkbox"/> Name, address and telephone number (including area code)	

Data License Agreement	
Once the Application for a Certificate of Accreditation has been processed, an email from Pharmapod ¹ with the subject line "Pharmacy Name – Invitation to Pharmapod" will be sent to the DM. The account must be activated for the pharmacy to be accredited.	
<input type="checkbox"/>	Have I activated my account and onboarded to the mandatory AIMS (Assurance and Improvement in Medication Safety) Program Pharmapod Platform? For assistance please contact success@pharmapodhq.com .

Specialty Services	
<input type="checkbox"/>	Will the pharmacy offer any of the services described in Section I of the Application For Certificate Of Accreditation As A Community Pharmacy ? (<i>Note: This information is not made public and is used to determine the frequency of routine assessments based on the risk of harm to the public.</i>)

¹ Pharmapod is the independent third party provider of the online recording platform for the College's AIMS program