

# NEWFOUNDLAND AND LABRADOR PHARMACY BOARD

## Standards of Pharmacy Practice



### Delivery of Prescriptions by Newfoundland and Labrador Pharmacies

As referred to in  
Pharmacy Regulation 14 (1)

Approved by NPhA Council September 20, 1999  
Updated April 14, 2002  
Approved by NLPB Board January 20, 2007

## **PREAMBLE**

Ideally prescriptions should be provided to the patient by the pharmacist. However, it is recognized that in some instances, for various reasons, prescriptions are delivered to a patient through an agent acting on their behalf. This poses particular challenges to the pharmacist in meeting their responsibilities to the patient. These Standards of Practice are intended to provide a level of delivery service that is consistent to all patients throughout the province.

It is important to note that these Standards of Practice would permit a prescription to be delivered to a person who is designated by the patient as their agent but not to a non pharmacy site designated by the patient. It is also important to note that these Standards of Practice will apply to all situations where a prescription is delivered outside the premises of a pharmacy to a patient or an agent of the patient.

## **REQUIREMENTS:**

1. It is the responsibility of the pharmacist to ensure that the patient receives sufficient information and advice for the proper use of the drug delivered, and to ensure that the patient counselling requirements of the Pharmacy Regulation 13 (15) and (16) have been met. In addition, when delivering to a patient in an area outside the local telephone exchange, toll-free telephone service and hours of accessibility of the pharmacist shall be made known to the patient and the designated patient's agent.
2. It is the responsibility of the pharmacist to ensure that the patient's right to confidentiality is paramount.
3. To ensure confidentiality, when delivering prescriptions the outer package shall contain only the name and address of the patient. When required, the pharmacist shall make necessary additions to ensure proper patient identification for delivery and storage requirements, and to ensure patient confidentiality the name of the medication(s) shall not be on the delivery label.
4. The pharmacist shall take reasonable steps to satisfy himself or herself that all personnel responsible for the delivery of prescriptions are reliable and must provide a documented paper trail and proof of delivery. Signatures shall be obtained from the recipient and kept on file at the pharmacy.
5. Patients requesting delivery of prescriptions to a person other than themselves must provide the pharmacy with written delegation of authority for that person to act as the patient's agent. The written delegation of authority to an agent must include the name of the designated agent and the name and signature of the patient, and must be kept on file in the pharmacy and noted in the patient's profile.

This requirement does not apply to residents of Long Term Care Facilities (i.e. nursing homes and personal care homes).

6. The pharmacist is responsible for ensuring that reasonable security and supervision of prescriptions is maintained between the time the prescription leaves the pharmacy and the time it is delivered to the patient or the patient's agent.
7. In the case of delivery of prescriptions to an agent, prescriptions that are not delivered to the patient within three (3) days shall be returned to the pharmacy and it is the responsibility of the pharmacist to ensure that the prescription is delivered to the patient in a timely manner.
8. The pharmacist shall consider the product's recommended storage temperature range when delivering prescriptions and shall advise the patient or the patient's agent of such storage requirements.
9. Prescriptions shall be properly packaged to prevent breakage or damage.