



# The Manitoba Pharmaceutical Association

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Manitoba Pharmaceutical Association Guideline:

## Minimum Pharmacy Policy and Procedures Manual Content

(Effective July 1, 2004 for new stores; January 1, 2005 for pharmacies licenced prior to January 1, 2005)

The Pharmaceutical Regulations to the Pharmaceutical Act provides for the establishment of minimum library contents for the pharmacy library. One of the library requirements is a Policy and Procedures Manual for the pharmacy. The purpose of this document is to describe the minimum content of the manual and to provide a tool that a pharmacy may use in the development of the manual specific to that pharmacy. The expectation is that the manual will be updated as circumstances in the pharmacy change (e.g. change of ownership, change of manager etc.) or at a minimum of every three years.

### *Pharmacy Policy and Procedure Manual*

#### **Mandatory Content:**

Table of Contents;

#### **General Practice:**

Pharmacy Name/Address/Telephone/Hours of Operation;

Manager/Pharmacists;

Technicians/Other Pharmacy Staff & Positions;

Position Descriptions (General);

Manager, Pharmacists, Technicians, Clerks etc.;

Security; Policy & Procedures; Dispensary & Balance of Facility;

Security; Opening & Closing; Keys, Opening, Closing, Lock & Leave, Alarm Company Contacts;

Security; Storage of email & Electronic Records Compliant with *The Personal Health Information Act* for 7 Years;

Security; Storage of Prescription Hard Copies for 2 Years Consistent with *The Manitoba Pharmaceutical Act*;

Non-Prescription Medication; Stock Layout, Sales, Exempted Codeine, NAPRA Schedule II & III;

Delivery/Mail; Policy & Procedure;

#### **Dispensary:**

Computer; PSV Supplier, Repair Contact, Supplies;

Dispensary Software; Counselling, Reference etc.;

Stock Layout; Diagram & Text;

Reference Library;

Work Flow Schematic (Text);

Work Flow Schematic (Diagrammatic);

Narcotics; Policies & Procedures; Reports, Inventory Management;  
Outdated Stock; Policies & Procedures;  
Child Resistant Container Policy; Policies & Procedures;  
Suppliers; Policies & Procedures; Principle & Contacts;  
Ordering; Policy & Procedures;  
Inventory Receiving; Policy & Procedures;  
Client Complaints; Policies & Procedures;  
Counselling; Error Standard; Policies & Procedures showing an audit trail;  
Confidentiality Agreements; Policy, Procedures & Sample Document;  
Fax Standard Compliance; Policies & Procedures;  
Documentation Guideline Compliance (eg DPIN access, MY/MZ codes); Policies & Procedures;

***International Practice (if applicable):***

Physician Licensure Confirmation; Policy & Procedures, Sample Document with Name & Address;  
Intent to Honour Standards of Practice (eg SOP Internet Pharmacy #6);  
Counselling; Policy, Procedures & Audit Trail;  
Website & Affiliate Websites Disclosed to the Association;

***Additional Recommended Content:***

Charge Accounts; Policy & Procedure;  
Cheques; Policy & Procedure;  
Staff Purchases; Policy & Procedure;  
Telephones; Policy & Procedures;  
Accounts Receivable; Policy & Procedures;  
Accounts Payable; Policy & Procedures;  
Policies & Procedures showing counselling audit trail;  
Banking; Policies & Procedures;