



# The Manitoba Pharmaceutical Association

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## REFILL HISTORY RECORDING SYSTEM

### *All Practice Areas*

*Section 18 of the Regulations to The Pharmaceutical Act of Manitoba clearly describes that refill information must be recorded on the original hard copy prescription. The Section goes further to state the refill information may, instead, be recorded in another system if approved by Council.*

*In accordance with section 18(2) of the regulations to The Pharmaceutical Act, the Council approves the following prescription refill recording systems. These systems may be used for all prescriptions, including targeted substances and other benzodiazepines, but **not narcotic or controlled** medication.*

## REFILL RECORD SYSTEM

### **A. Community Practice:**

#### **1. A New Prescription With Refills Indicated:**

- 1.1. Once a new prescription has been presented at a pharmacy for filling, the prescription information is then entered into a computer system that will maintain a readily accessible patient profile. At the time of entry of the prescription, the number of refills authorized by the prescriber is entered as well. If the refill authorization is indicated as a passage of time (e.g. refill for one year), that must be reflected by the information indicated in the computer and not simply indicated as being refillable a number of times (that would presumably be equivalent to that passage of time).
- 1.2. Refills authorized for targeted substances (benzodiazepines) are only valid for one year from the date of the original prescription.

#### **2. A New Prescription With No Refills Indicated:**

The new prescription is entered into the computer system that maintains a readily accessible patient profile and if there are no refills authorized, the prescription cannot be refilled unless renewal authorization is received from the same prescriber. Should the patient return to the pharmacy, request a refill of that particular prescription and the prescriber is subsequently contacted and authorizes a "refill", a new prescription number and a new hard copy prescription must be generated and placed on the prescription file.

### 3. Record of Refills Under Above Section 1:

- 3.1. The refill of a prescription described in section 1 i.e. (4.2 and 4.3) can be done without referring back to the original hard copy prescription if the pharmacist refilling the prescription is certain the information contained in the computer system is a true representation of the information on the original hard copy prescription.

### 4. Recording the Refill Information:

Documentation of the prescription refill can be done utilizing one of the following systems:

#### 4.1. **Original Prescription File:**

Documentation of the prescription refill can be done on the original hardcopy prescription and would include:

- 4.1.1. Date of dispensing ;
- 4.1.2. Quantity dispensed;
- 4.1.3. Price charged (if different from previous dispensing);
- 4.1.4. Handwritten signature or initials of the pharmacist dispensing the prescription;
- 4.1.5. Manufacturer's product used.

#### 4.2. **Logbook Recording System:**

The following refill information must be recorded in a log book:

- 4.2.1 date of dispensing;
- 4.2.2 prescription number;
- 4.2.3 quantity dispensed;
- 4.2.4 handwritten signature or initials of the pharmacist dispensing the prescription;
- 4.2.5 price charged.

The logbook utilized must comply with the following requirements:

- 4.2.1 neat and orderly;
- 4.2.2 refill information must be listed in column form;
- 4.2.3 refill information must be clearly separated by date;
- 4.2.4 pages are separated by month and by year;
- 4.2.5 must contain refill prescriptions only and not first fill prescriptions;
- 4.2.6 must be retained for two years beyond last refill date.

#### 4.3. **Transaction Refill System:**

The computer must generate a hard copy refill prescription displaying all the pertinent information of the original prescription in compliance with section 18(1) of the regulations to the Pharmaceutical Act and maintain the prescription number of the original prescription. The "new" refill prescription will have a unique transaction number assigned to the hard copy;

- 4.3.1. The refill prescription transaction hard copy must display the handwritten signature or initials of the pharmacist dispensing the prescription;

4.3.2. The prescription file in the pharmacy would be filed chronological by transaction numbers. The files would contain all new (with original written prescription attached, when available) and refill transaction hard copies, filed together or separately, in a readily retrievable manner.

## 5. Computer Record:

5.1. Under section 22(1) of the regulations to the Pharmaceutical Act, hardcopy prescription records must be maintained for two years after the date the drug was last dispensed. The computer record must maintain first fill and refill information in a readily accessible manner for two years from the date the prescription was last filled. Stated another way, the computer system must maintain the history of the prescription, including all refills, original fills (and the corresponding transaction numbers if the 4.2 Transaction Refill System is used) for two years from the date the prescription was last refilled (i.e. the last refill prescription hard copy).

5.2. In addition to the requirements of section 22(1) of the Pharmaceutical Act, the interpretation of the Personal Health Information Act requires a pharmacy to retain prescription records (new and refill) for an additional five years, for a total of seven years. Record retention beyond the requirement for two years hardcopy, may be in electronic form.

## 6. Prescription Copies:

6.1 If a prescription copy is provided to the patient, or their agent on behalf of the patient, the prescription is **not** refillable at the pharmacy supplying the copy. Should the patient wish to have the prescription transferred back to the originating pharmacy, the previous pharmacy is to be contacted for the transfer and a new hard copy prescription and new prescription number (and new transaction number under system 4.3 must be generated and filed.

6.2 The pharmacy transferring the prescription shall record on either the original prescription hardcopy or in a suitable record of the prescription kept under the name of each patient:

6.2.1 the date of the transfer,

6.2.2 the identify of the pharmacy accepting the transfer, and

6.2.3 the name of the pharmacist receiving the copy.

6.3 Prescriptions for targeted substances (benzodiazepines) can only be transferred **once** for the life of the prescription. Any further transfers or a transfer back to the original pharmacy is not allowed.

## B. Personal Care Home Practice:

7.1 Where medications are provided for residents of personal care homes and the renewal authorizations come from the Quarter Medication Review sheets (QMR), these QMRS must be filed in a readily retrievable manner for the period of time required by law.

7.2 Where medications are provided for residents of personal care homes utilizing a printed daily log file, which is signed by the dispensing pharmacist, the daily log file can display both new and refill information (i.e. section 4.2 of this document would not apply).

7.3 In addition to the above two points, Personal Care Home pharmacy practice must in addition be compliant with Community Practice Points one through six.

### **C. Hospital Practice:**

8.1 Hospital outpatient prescription refill recording systems must comply with this document. In patient prescription refill systems must be consistent with the Policy and Procedures established by the institution.