College of Pharmacists of Manitoba

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Practice Direction
Ensuring Patient Safety

1.0 Scope and Objective:

1.1 Expected Outcome

This document is a practice direction of Council concerning Ensuring Patient Safety and exists through the authority of The Pharmaceutical Regulations to *The Pharmaceutical Act* and *The Pharmaceutical Act*.

1.2 Document Jurisdiction (Area of Practice)

Compliance is expected from all licensed pharmacists in Manitoba as per Section 83 of the Regulations to *The Pharmaceutical Act.*

1.3 Regulatory Authority Reference

Section 83 of the Regulations to *The Pharmaceutical Act* allows Council to create this practice direction.

2.0 Practice Direction

2.1 When gathering information relating to the patient and the drug therapy, a licensed pharmacist must consider the following:

- 2.1.1 condition or symptom(s) to be treated;
- 2.1.2 any previous history of complaint given;
- 2.1.3 the length of present symptoms;
- 2.1.4 current and relevant information regarding disease state(s), allergies and/or sensitivities;
- 2.1.5 current medication use; and/or
- 2.1.6 other medications or therapies previously tried.

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2.2 A licensed pharmacist must determine if there is an actual or potential drug related problem, specific to the patient and the drug therapy, which may include:

- 2.2.1 the patient requires a drug product but is not receiving it;
- 2.2.2 the patient is taking or receiving the wrong drug product;
- 2.2.3 the patient is taking or receiving too much or too little of the right drug product;
- 2.2.4 the patient fails to take or receive a drug product or is taking or receiving a drug product inappropriately;
- 2.2.5 the patient is experiencing an adverse reaction to a drug product;
- 2.2.6 the patient is experiencing a drug interaction including drug-drug, drug-food, drug-laboratory test, drug-disease, or drug-blood product;
- 2.2.7 the patient is taking or receiving a drug product for no medically valid indication; or
- 2.2.8 the current drug therapy is not achieving the desired outcome.

2.3 Where an actual or potential drug related problem has been identified, the licensed pharmacist must take the appropriate action to address the problem, collaborate with the patient, and the prescriber, where appropriate, to address the actual or potential drug related problem.

2.4 The appropriate action to a drug related problem may include one or more of the following, conducted in collaboration with the patient, and the prescriber, where appropriate:

- 2.4.1 gathering additional information from the patient, the patient's health record, the patient's designate or another health care professional;
- 2.4.2 implementing a plan to monitor the drug related problem and to follow up when required;
- 2.4.3 assessing the patient's understanding and willingness of involvement in the plan and its outcomes;
- 2.4.4 reducing the drug related problem by adapting a prescription as described under the Regulations to *The Pharmaceutical Act*, Section 68(3);
- 2.4.5 accessing available lab values or ordering specific laboratory tests in consultation with the prescriber;
- 2.4.6 advising the patient, and the prescriber, where appropriate, about the drug related problem and discuss an alternative action, where appropriate;
- 2.4.7 entering into a patient-care relationship with another health care

professional to manage the patient's drug therapy;

2.4.8 refusing to dispense or sell the drug or product to the patient; or

2.4.9 reporting an adverse reaction to the Canadian Adverse Drug Reaction Monitoring Program.

2.5 Documentation

If the licensed pharmacist has determined that an actual or potential drug related problem exists, the appropriate action(s) taken should be documented in the patient's health record.

3.0 Compliance Adjudication

All documentation must be readily accessible and open to regulatory review.

4.0 Appendices

Not applicable

A Practice Direction is a written statement of a regulatory position made by Council for the purposes of giving direction to members and owners about the conduct of their practice or pharmacy operations.

A Practice Direction carries similar legal weight to a Regulation under the Act and compliance by all Manitoba pharmacists and pharmacy license holders is expected.

The process for development, consultation, implementation, appeal and review is been published on the College website.

Development Source:	Standards of Practice Committee
Regulatory Reference:	Section 83, *The Pharmaceutical Regulations*
Consultation Close:	September 17, 2013
Authorized by Council:	September 30, 2013
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Revised:	February 9, 2015 – Item 2.1: The word "must" is inserted. This revision effective on March 1, 2015.
Review Due:	