



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

Phone (204) 233-1411 | Fax: (204) 237-3468

E-mail: info@cphm.ca | Website: www.cphm.ca

Practice Direction: Referring a Patient

1.0 Scope and Objective:

1.1 Expected Outcome

This document is a practice direction by Council concerning patient referrals 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 pharmacists in Manitoba that provide patient services.

1.3 Regulatory Authority Reference

Subsection 56(1)2 of the *Pharmaceutical Regulation* to the *Pharmaceutical Act* empowers Council to create a practice direction for the referral of a patient.

2.0 Practice Direction

- 2.1 Licensed pharmacists must accept responsibility for their activities and, when required, refer patients to other healthcare professionals whose expertise can best address the patient's needs. Licensed pharmacists must recognize their scope of practice and work within the limits of their competence.
- 2.2 Licensed pharmacists should act as a consultant to, provide referrals to, and accept referrals from other healthcare providers, community agencies and allied non-healthcare professionals, while working within the scope of the pharmacist's practice.
- 2.3 A licensed pharmacist must refer a patient to another appropriately qualified regulated health professional when:
 - 2.3.1 the care or treatment required by the patient is beyond the scope of the member's professional practice or competence;
 - 2.3.2 the patient's condition cannot be effectively treated;
- 2.4 If, after consultation with the patient or the patient's caregiver, a referral to another healthcare provider is deemed necessary, the licensed pharmacist shall verbally inform the patient or the patient's caregiver of the pharmacist's recommendation. A written referral to another practitioner is not required. The licensed pharmacist should be

*College of Pharmacists of Manitoba Mission:
To protect the health and well being of the public by ensuring and
promoting safe, patient-centred and progressive pharmacy practice.*

Member of the National Association of Pharmacy Regulatory Authorities



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7
Phone (204) 233-1411 | Fax: (204) 237-3468
E-mail: info@cphm.ca | Website: www.cphm.ca

prepared to provide the patient with written information regarding the referral, if requested by the patient.

2.5 When a licensed pharmacist believes that referral to another healthcare provider is appropriate but the patient does not, the licensed pharmacist must discuss the implications for the patient's care, and:

- 2.5.1 must continue to provide care within any limits imposed by the patient's decision;
- 2.5.2 must not practice beyond his or her competence or scope of practice, or provide care that the pharmacist does not believe is in the best interest of the patient.
- 2.5.3 should document the following:
 - 2.5.3.1 the patient's reason for refusal (if indicated by the patient),
 - 2.5.3.2 the pharmacist's justification for referral, and
 - 2.5.3.3 any steps taken by the pharmacist to ensure the patient is educated on the matter.

2.6 A licensed pharmacist who makes a referral to another health care professional must have reasonable arrangements in place to ensure continuity of care and follow-up with the patient when necessary.

2.7 After providing a patient with the appropriate referral, the licensed pharmacist should document the following in the patient's medical record:

- 2.7.1 name of the referring pharmacist;
- 2.7.2 the identity of the consultant or service to whom the patient is being referred;
- 2.7.3 the purpose of the referral as intended by the referring pharmacist;
- 2.7.4 date of referral; and
- 2.7.5 method and time-frame for follow-up (if applicable).

3.0 Documentation

3.1 Documentation is to be recorded in a readily retrievable manner either electronically or in written form.

4.0 Compliance Adjudication

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

5.0 Appendices

Not applicable

*College of Pharmacists of Manitoba Mission:
To protect the health and well being of the public by ensuring and
promoting safe, patient-centred and progressive pharmacy practice.*

Member of the National Association of Pharmacy Regulatory Authorities



College of Pharmacists of Manitoba

200 Tache Avenue, Winnipeg, Manitoba R2H 1A7

Phone (204) 233-1411 | Fax: (204) 237-3468

E-mail: info@cphm.ca | Website: www.cphm.ca

A Practice Direction is a written statement made by Council for the purposes of giving direction to members and owners about the conduct of their practice or pharmacy operations. Compliance with practice directions is required under the Pharmaceutical Act.

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 56(1)2., *The Pharmaceutical Regulations*

Consultation Close:

November 25, 2016

Authorized by Council:

April 7, 2017

Effective Date:

May 5, 2017

Revised:

Review Due:

*College of Pharmacists of Manitoba Mission:
To protect the health and well being of the public by ensuring and
promoting safe, patient-centred and progressive pharmacy practice.*

Member of the National Association of Pharmacy Regulatory Authorities