

## DELIVERY OF PRESCRIPTIONS

### Guidelines

1. Pharmacists should take steps to ensure all personnel responsible for the delivery of prescriptions are reliable and bondable and can provide proof of delivery.
2. Signatures should be obtained, when possible, from the patient or the patient's agent upon delivery of all prescriptions.
3. Non-deliverable prescriptions (i.e. patient not at home at time of delivery) should be returned to the pharmacy as soon as possible after the delivery attempt.
4. Prescriptions should not be left in an alternate site (mailbox, mail-slot, front desk of apartment building, etc.) unless the patient has expressly requested. If the patient requests that a prescription be mailed or left in an alternate site, the pharmacist should use professional judgment in doing so.
5. Pharmacists should consider the product's recommended storage temperature range, especially during times of extremes in temperature, when delivering/mailling prescriptions.
6. Prescriptions should be properly packaged to prevent breakage.
7. To ensure confidentiality when delivering or mailing a prescription, the outer package should contain only the name and address of the patient. If a patient requests that an unfilled prescription be picked up and delivered to the pharmacy for filling, the pharmacist should advise the patient to enclose the prescription in a bag or envelope.
8. Patient counselling, as set out in the legislation, must be provided to the patient or patient's agent. It is the responsibility of the pharmacist to ensure that each patient has sufficient information and advice for the proper use of the drug delivered.
9. Narcotic and controlled drugs should be delivered directly to the patient or patient's agent. Pharmacists should ensure that triplicate prescriptions are properly signed and that a system to ensure accountability (trail of signatures) is in place.