



Nova Scotia
Pharmacy
Regulator

Standards of Practice: General Pharmacy Practice

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INTRODUCTION

The *Standards of Practice: General Pharmacy Practice* document establishes the clear expectations of pharmacists with respect to the general practice of pharmacy. It is not intended to be an all-inclusive best practice document, but rather to provide the minimum expectations for safe and effective care. Pharmacists will undertake the practice of pharmacy in accordance with these Standards of Practice as well as with existing legislation, regulations, by-laws and the Code of Ethics, agreements, other standards of practice and policy directives relevant to pharmacy practice in Nova Scotia. In order for the Standards to be properly understood and applied, it is important that they be considered in their entirety.

The Standards of Practice document is organized into seven overarching Standards. For each Standard, the following is set out:

1. Standards statement: a statement of the expectations of a pharmacist
2. Core Functions: a description of the primary areas of responsibility and functions that pharmacists perform in order to fulfill the Standard
3. Expected Activities: a description of the practice activities that pharmacists are expected to perform in order to achieve each Core Function
4. Examples of Expected Activities: examples of activities that are expected when observing the Standards

This Standards of Practice document was developed by the Nova Scotia Pharmacy Regulator with the input of many individuals and organizations including the NSPR Standards of Practice Committee and was informed by the National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacists at Entry to Practice and the NAPRA Model Standards of Practice for Canadian Pharmacists.

DEFINITIONS

Term	Definition
Care Plan	A plan, established by working with the patient, when possible, that sets out the elements of how to manage a patient's health and medical condition(s) successfully with drug and non-drug therapy and includes all the work necessary to accomplish this. The plan includes goals of therapy, interventions to address drug therapy problems (DRPs) and a plan for monitoring and follow-up
Circle of Care	Includes individuals involved with, and activities related to, the care and treatment of a patient. It includes the health care providers who deliver care and services for the primary therapeutic benefit of the patient, and those who provide related services such as laboratory work and professional or case consultation. (From the <i>Personal Information Protection and Electronic Documents Act</i> (PIPEDA) Awareness Raising Tools and <i>Personal Health Information Act</i> (PHIA) Toolkit).
Documentation	Documentation can be in paper or electronic form. The extent and form of documentation may vary depending on what is required in the Standards
Drug Information System (DIS)	Drug Information System as defined in the <i>Drug Information System Prescription Monitoring Regulations</i> made under the <i>Prescription Monitoring Act</i> .
E-Prescription	A prescription that has been created, signed and transmitted electronically within the provincial Drug Information System.
Evidence informed	The conscientious, explicit and judicious use of current best evidence in making decisions about the care of an individual patient, while incorporating the expertise of the pharmacist and the preferences, rights and specific attributes of the patient. ^{2,3}
Patient's Agent	For the purpose of these Standards, each time there is a reference to the patient it means the patient or their agent.
Patient Record	A complete reference of all documentation and information related to the care of a patient that includes prescription records, medication profiles, and patient profiles.

STANDARDS OF PRACTICE

Standard #1: Provide Patient Centered Drug Therapy Management

Pharmacists, in collaboration with colleagues, patients and other health care professionals, use their unique knowledge and skills to support the patient on an ongoing basis in meeting their drug and health related needs to achieve optimal health outcomes.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
1.1 Assess the patient's needs, concerns and health status	1.1.1 Establish and maintain a professional relationship with the patient	<ul style="list-style-type: none"> • Make best efforts to establish trust and respect • Respect and protect patient confidentiality • Clarify and communicate to the patient the roles, responsibilities and accessibility of the pharmacist • Provide a safe, private and quiet environment to encourage the patient to express any needs, views and concerns • Maintain a professional and caring attitude, and respect the patient's choices and preferences • Determine and respect the extent of a patient's involvement in their care • Allocate time to respond to the patient's relevant health questions <p>Identify, evaluate and address barriers to communication</p>
	1.1.2 Gather relevant information about the patient	<ul style="list-style-type: none"> • Determine the patient's relevant clinical information as appropriate, including: <ul style="list-style-type: none"> ✓ Current symptoms/indication for treatment, medical conditions, medications, non-medication therapies, healthcare products/devices and treatments

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ Physical characteristics and measurements (e.g. weight, height, age/age group, etc.) ✓ Laboratory or other diagnostic test results ✓ Date of and findings from the pharmacist's assessment of the patient, including those findings presented/reported by the patient (subjective) and those observable and measurable by the pharmacist (objective) ✓ Adverse drug reaction experienced by the patients, allergies, or sensitivities ✓ Other health care professionals and caregivers involved in providing treatment and care ✓ Family medical history, as applicable
	1.1.3 Determine the patient's desired health and therapeutic outcomes and priorities	<ul style="list-style-type: none"> • Establish the patient's priorities, health needs, desired level of care and expectations of therapy • Encourage the patient to ask questions and describe concerns • Discuss financial considerations with the patient as appropriate and take reasonable steps to manage any associated drug therapy problems
1.2 Develop a care plan	1.2.1 Interpret and evaluate prescriptions	<ul style="list-style-type: none"> • Take all reasonable steps to ensure the appropriateness of drug therapy, including but not limited to: conversations with the patient, reviewing the patient's profile and information gathered, considering all notifications generated by the pharmacy software

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
	1.2.2 Identify care plan options and make recommendations to meet the patient's needs	<ul style="list-style-type: none"> • Appropriately review, analyze and interpret information and data about patient's health status • Identify and prioritize actual and potential drug therapy problems • Establish options to address drug therapy problems that are evidence informed and reflect accepted and current practice • Provide options that are relevant to patient's expectations, needs, priorities, values and limitations • Discuss options collaboratively with colleagues and other health care providers where applicable • Make recommendations to the patient that aim to optimize their desired health outcomes
	1.2.3 Support the patient to select care plan options	<ul style="list-style-type: none"> • Provide appropriate information about expected benefits, efficacy, side effects and toxicity, and/ or potential interactions in a manner that supports patient decision-making • Respond to the patient's questions, concerns and choices appropriately and respectfully
	1.2.4 Refer the patient to services when appropriate	<ul style="list-style-type: none"> • Maintain current knowledge of healthcare providers, services and community resources to which patients could be referred • Make referrals, when appropriate, so as to optimize the patient's health outcomes • Make referrals to other providers when the pharmacist does not have the knowledge, skills and competencies necessary to effectively address the patient's needs

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
1.3 Support the patient to implement the care plan	1.3.1 Counsel the patient	<ul style="list-style-type: none"> • Counsel a patient on all new or changed medications, and as needed as part of monitoring the ongoing appropriateness of therapy • Communicate with the patient at a level appropriate for the patient's level of understanding and in an environment that respects the patient's right to confidentiality • Dialogue with the patient to confirm their understanding of the care plan and where appropriate, obtain their informed consent (refer to Appendix A – <i>Patient Consent and Disclosure Requirements</i>) • Provide and discuss adherence tools and options with the patient where appropriate • Provide appropriate supplemental information to further support the patient when appropriate • Include the following, as appropriate, when counselling a patient: <ul style="list-style-type: none"> ✓ Confirmation of the identity of the patient ✓ Name and purpose of the drug being dispensed ✓ Directions for proper use, including education about devices ✓ Common or important drug-drug or drug-food interactions ✓ How the patient should monitor the anticipated therapeutic response, including the associated time frames for therapeutic effect ✓ Common side effects, adverse reactions, interactions and therapeutic contraindications, including their avoidance, and the actions required if they occur ✓ Actions the pharmacist will undertake to monitor the patient's progress, when appropriate

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ Actions the patient should take if the intended therapeutic response is not obtained ✓ Refill (including part-fill) information and any other information required to facilitate safe & effective use of the drug by the patient ✓ Storage and safety requirements ✓ Information and instructions regarding expiry dates and disposal of drugs and devices when appropriate ✓ Responses to questions and expressed needs; and any other information, the pharmacist considers necessary for the safe and effective use of that drug by that patient
1.4 Monitor the patient's progress with the care plan	1.4.1 Obtain and evaluate information on the patient's progress with the care plan	<ul style="list-style-type: none"> • Communicate with the patient as appropriate, and if applicable with other health care providers, to evaluate and optimize therapeutic effectiveness and outcomes • Obtain and evaluate clinical indicators as appropriate • Assess and support the patient's adherence to the care plan
	1.4.2 Take appropriate action based on monitoring	<ul style="list-style-type: none"> • Modify the original care plan in consultation with the patient and other health care providers when appropriate • Identify and address drug-related problems • Adjust the monitoring plan when appropriate

Standard #2: Prepare and Distribute Drugs and Devices

Pharmacists manage the preparation and distribution of drugs and devices in response to the needs and desired health outcomes of patients and to ensure the safety, accuracy and quality of supplied products. Pharmacists oversee the staff working in the pharmacy in the achievement of this Standard.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
2.1 Receive prescriptions	2.1.1 Assess the accuracy and validity of prescriptions	<ul style="list-style-type: none"> • Accept e-prescriptions only if provided within the provincially mandated Drug Information System (DIS) • Accept prescriptions issued by out-of-province prescribers only if the prescriber is licensed in Canada, and if licensed in Nova Scotia, would be entitled to prescribe the drug, device, or substance • Accept verbal prescriptions only when they are communicated directly from an individual authorized to prescribe to an individual authorized to receive it or through a voice message recorded by the prescriber • Take reasonable steps including, for example, accessing information from NSPMP and DIS, to determine that the prescription is the original and that it has not been altered, forged, stolen or fraudulently obtained • Report confirmed prescription forgeries that have been dispensed as required by Health Canada • Ensure that at least the following information is obtained and documented before the prescription is dispensed: <ul style="list-style-type: none"> ✓ Date ✓ Name and address of the patient ✓ Name of the prescribed drug or ingredients

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ Strength where applicable ✓ Dosage instructions for use by the patient ✓ Route of administration, if applicable ✓ Quantity of the drug that may be dispensed ✓ Refill authorization where applicable ✓ Name of the prescriber ✓ In the case of a verbal prescription, the signature of the pharmacist or pharmacy technician receiving the order from the prescriber • Use effective communication skills when receiving and transcribing verbal prescriptions • Ensure prescriptions are NOT filled or refilled after one year from the date it was prescribed
	2.1.2 Input the prescription	<ul style="list-style-type: none"> • Ensure that all prescriptions are appropriately entered into the pharmacy's software system • Submit the prescription and other appropriate information to NSPMP and DIS as required • Ensure that when a new prescription is presented for a previously prescribed drug, any unused refills on any previous prescriptions for that drug are cancelled/inactivated
2.2 Prepare products	2.2.1 Prepare drugs, devices and supplies	<ul style="list-style-type: none"> • Select products in accordance with formulary and drug interchangeability requirements • Adjust the quantity of drugs dispensed to meet the needs of the patient including where: <ul style="list-style-type: none"> ✓ The patient asks to purchase a smaller amount;

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ The patient requests an early refill of the prescription for valid reasons, if the patient has a good compliance history and it is in the interest of the patient to do so, provided that to do so is permitted by law and the prescription is not for a drug listed in a schedule pursuant to the Controlled Drugs and Substances Act ✓ The manufacturer's unit-of-use standard package size does not match the prescribed quantity ✓ The patient has a poor compliance history as documented on the patient record ✓ Drug misuse is suspected ✓ The quantity prescribed exceeds the amount covered by the patient's third-party insurance provider ✓ The patient authorizes a trial prescription quantity ✓ In the professional opinion of the pharmacist, it is necessary for the safe and effective use of that drug by that patient. • Ensure patients are provided with an explanation about any quantity adjustments including any extra costs that may be incurred by them • Only dispense products that are expected to be used within the expiry date for intended use specified by the manufacturer • Only dispense products that have been previously dispensed and returned to the pharmacy in accordance with Practice Policies • Accurately prepare, measure, weigh and count drugs and transfer to the final package in a manner that is hygienic, prevents cross contamination

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<p>and complies with any requirements applicable to the specific drug or product</p> <ul style="list-style-type: none"> • Use procedures that are consistent with recognized standards, guidelines and best practices • Follow occupational health and safety practices for hazardous substances that may be used, produced, handled or stored for use in the pharmacy as outlined in federal and provincial workplace safety legislation • Use equipment that is safe, accurate, of good quality, properly maintained, meets accepted standards and is consistent with the needs of the procedure
	2.2.2 Compound Drugs	<ul style="list-style-type: none"> • Determine whether sterile or non-sterile technique is required for the compounding • Compound products according to product specifications and in accordance with recognized standards, guidelines and best practices • Accurately perform and document calculations • Accurately weigh or measure ingredients • Use only ingredients that are within the expiry date for the intended use • Use only materials and procedures that maximize the integrity of the product • Use equipment that is consistent with the needs of the procedure and meets accepted standards • Perform compounding activities in an environment that is consistent with the requirements for the product

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> Handle spills and exposures promptly and in accordance with legal and professional requirements
	2.2.3 Package products	<ul style="list-style-type: none"> Select containers and packaging that is in keeping with the intended use of the product and that assures product integrity, accounting for sensitivities to light and temperature including, where applicable, adhering to maintenance of cold chain recommendations Dispense products in child resistant packaging that meets Canadian Standards Association standards unless the prescriber or patient requests otherwise, the dispenser is satisfied that child resistant packaging is not appropriate, or the supply of child resistant packaging of those packages is not available Ensure and document that the patient has been warned and is aware of the risks of not having a child resistant package when such packaging is provided
	2.2.4 Label products	<ul style="list-style-type: none"> Ensure that when a prescription is dispensed, the label is clear and legible and supports understanding by the patient; and that the label includes all of the necessary information that, in the professional judgment of the pharmacist, is required for the safe and effective use of the drug (Refer to the NSPR Policy – <i>Prescription Labels</i>)
	2.2.5 Document	<ul style="list-style-type: none"> Enter prescriptions and information pertaining to other drugs, therapies and services provided to a patient, as appropriate, in a patient record as set out in Standard 3 – Manage Patient Information. Create records that are complete, up to date, accurate, authentic and meet all legal and professional requirements

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> • Ensure verbal prescriptions are signed and dated by the individual receiving it • Ensure that each time prescriptions are dispensed, a record to that effect is signed and dated by the pharmacist responsible and by any other person involved in the dispensing
2.3 Distribute drug preparations and products	2.3.1 Maintain security and integrity during the distribution process	<ul style="list-style-type: none"> • Ensure that the container is appropriate for transport • Ensure that distribution systems, including distribution to the patient, provide for the needs of the practice, drug and environment, including maintenance of required temperatures • Organize the distribution systems to minimize drug diversion • Consider the recommendations for maintenance of cold chain in the following reference when establishing the distribution process: <i>Canadian Immunization Guide: Storage and handling of immunizing agents</i> • Provide only those vaccines, either by dispensing for later injection or by direct injection into a patient, that have been stored and handled in compliance with the NSPR Policy – <i>Refrigeration of Drugs, Vaccines and Biologics</i> • Ensure the technical accuracy of the dispensed prescription and ensure that whenever possible, the person checking the technical aspect of filling the prescription is not the same person who filled it • Employ delivery processes that are safe and effective and in compliance with the NSPR Policy – <i>Delivery of Prescriptions</i>
	2.4.2 Update the Drug Information System	<ul style="list-style-type: none"> • Update the Drug Information System each time a drug or device is dispensed to a patient except in instances where the drug is a vaccine

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		that has been exempted from this requirement by the Chief Medical Officer of Health
2.5 Store drug preparations and products	2.5.1 Maintain storage environment and processes	<ul style="list-style-type: none"> • Store prepared prescriptions awaiting release to the patient in a manner that protects patient confidentiality, and that ensures their integrity and security • Maintain an environment for the storage of drug products and preparations that ensures their integrity and security • Consider recommendations for maintenance of cold chain in the <i>Canadian Immunization Guide: Storage and handling of immunizing agents</i> when establishing and maintaining the storage environment • Limit access to prescription preparation and drug storage areas to authorized personnel • Organize the storage system to minimize dispensing errors and drug diversion
2.6 Dispose of drug preparations and products	2.6.1 Identify and store products requiring disposal	<ul style="list-style-type: none"> • Review inventory regularly for items requiring disposal, remove from inventory, and store in a secure manner separate from regular inventory • Store Controlled Drugs and Substances (CDSA products) received from patients separate from regular inventory and in a manner that protects confidentiality of patient information • Establish a process for recording the receipt of CDSA drugs returned from patients in accordance with federal requirements • Store in a secure manner separate from regular inventory
	2.6.2 Destroy products requiring disposal	<ul style="list-style-type: none"> • Dispose of products in a manner that is safe, environmentally responsible and that complies with legal and professional requirements

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none">• Identify and use secure disposal service providers• Dispose of products in a manner that protects confidentiality of patient information

Standard #3: Manage Patient Information

Pharmacists manage patient information including keeping records in accordance with these Standards, Personal Health Information Act (PHIA) Act and Regulations, the Personal Information Protection and Electronic Documents Act (PIPEDA), and all applicable privacy laws. Pharmacists are expected to be the primary steward of a patient's medication profile and as such, to ensure it is current, comprehensive, and accurate, and kept safe and secure at all times.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
3.1 Ensure the confidentiality of all forms of patient information	3.1.1 The gathering, use, and exchange of information is carried out in a manner that protects patient confidentiality	<ul style="list-style-type: none"> • Ensure confidentiality and security of information being transferred or released • Protect patient information, including that at risk of being inappropriately observed or overheard during prescription processing, from unauthorized access • Carry out conversations regarding patients in a manner that cannot be overheard • Provide patients with a private space for communicating with pharmacy staff to protect privacy of their information • Pharmacy Managers locate the fax machine for receiving prescriptions and the voice message recording device within a secure area of the pharmacy, preferably in the dispensary, to protect the confidentiality of the prescription information • Only release information that is gathered in the course of the pharmacist's professional relationship with the patient in accordance with relevant legislation

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
	3.1.2 The storage of information is carried out in a manner that protects patient confidentiality	<ul style="list-style-type: none"> Pharmacy Managers ensure information is stored such that it is secure, and that access is controlled Pharmacy Managers ensure electronic information is stored in accordance with current best practices for data security
3.2 Document and manage patient information	3.2.1 Create and maintain patient records that are accurate, current and comprehensive	<ul style="list-style-type: none"> Create patient records as appropriate, for each patient to whom care has been provided and, in every instance, when a drug is dispensed, including as appropriate: <ul style="list-style-type: none"> ✓ Information gathered in accordance with standard 1.1.2, including, as appropriate, a list of medications the patient has previously and/or is currently taking, allergies, and relevant medical conditions (e.g. renal dysfunction, pregnancy, etc.) ✓ Details of prescriptions dispensed for the patient, including information required on a prescription as per standard 2.1.1 and the identity of all individuals involved in the dispensing ✓ A record of care, including findings of the assessment, recommendations made, and actions taken (including, where appropriate, drug therapy problems identified, prescriptions written and drugs administered) See Appendix B – Documentation Requirements ✓ Those records generated in the form of compliance packaging logs, compounding logs, methadone logs or any other logs that contain patient information relevant to the preparation of a prescription Routinely confirm and update the record appropriately with respect to the currency of the patient's allergies, medical conditions and drug

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<p>therapy on file, including whether a patient is receiving medication beyond that provided by the pharmacy such as:</p> <ul style="list-style-type: none"> ✓ Drug samples from a physician ✓ Prescription medication from other pharmacies or hospitals ✓ OTC medication and natural health products <ul style="list-style-type: none"> • Deactivate prescriptions that are inactive or no longer current • Document appropriately to support actions and clinical decisions • Document such that it is a permanent and non-erasable part of the patient record • Document to include the identity of the person who makes any alterations to the record and in a manner that enables an audit trail • Address any discrepancies that exist between the patient's information in the DIS and the pharmacy's record • Document at the time of performing the task or as soon as practicably possible • Document, when appropriate, communications with others within the circle of care that supports the findings of any assessments, including identified drug therapy problems, recommendations made, and actions taken
3.3 Ensure the safety and security of records	3.3.1 Keep records in a manner that ensures their access, permanence, safety and security	<ul style="list-style-type: none"> • Ensure records are stored in a manner that: <ul style="list-style-type: none"> ✓ Preserves patient confidentiality and record integrity ✓ Allows them to be readily available for patient care ✓ Ensures access is limited to authorized persons only

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ Protects them from loss or damage and enables their restoration (e.g., from an unexpected event such as flood, fire, or information technology issues or breaches) • Comply with all other applicable policies, legislation and the Code of Ethics: <ul style="list-style-type: none"> ✓ Paper records are maintained on permanent quality paper ✓ Electronic files are backed up and stored in accordance with current best practices for data security • Ensure that maintenance and storage systems meet legal and professional requirements • Establish and implement processes for the storage, retention and disposal of records (including but not limited to prescription files, patient profiles, personalized patient information, unused prescription labels, computer audits, confidential third-party information, and compounding or other logs containing patient information). • Retain patient records for at least 17 years after the date of the last pharmacy service provided to the patient or 17 years after the date the patient attains the age of majority • Ensure records are producible: <ul style="list-style-type: none"> ✓ Within 30 minutes of the request for records less than 3 years old ✓ Within 48 hours of the request for records that are 3 years old or older • Transfer a copy of the patient's record to another pharmacy when requested by a patient • Ensure patient records are only disclosed as required or permitted by law

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none">• Ensure that patient records are NOT disposed:<ul style="list-style-type: none">✓ After a pharmacy manager receives notice that a complaint has been made respecting a registrant employed at the pharmacy, without prior written permission of the Registrar;✓ Until any inspection or investigation of a pharmacy is complete

Standard #4: Educate and Provide Drug and Non-drug Information

Education by pharmacists spans the provision of care to individual patients, the provision of drug and non-drug information, the promotion of health, and the education of students, interns, health professions colleagues and the public. Refer to Section 1.3.1 for patient counseling information.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
4.1 Educate to support and promote health	4.1.1 Identify learning needs	<ul style="list-style-type: none"> Clarify the question or learning needs with individuals or groups Accurately determine the depth of information required to answer a question
	4.1.2 Identify, retrieve and evaluate relevant sources of information	<ul style="list-style-type: none"> Use sources of information appropriate for the question or level of evidence required Critically appraise information to ensure its appropriateness based on principles of evidence informed healthcare Manage requests for information or recommendations that are beyond the pharmacist's scope or competence and refer as appropriate
	4.1.3 Provide information to address the learning needs	<ul style="list-style-type: none"> Provide information that is relevant, accurate, current and evidence informed and is appropriate to the needs and values of the patient or target audience Assess the individual's or group's level of understanding and present at that level using easily understandable language and avoiding jargon Demonstrate respect, sensitivity and empathy in communications Listen to and respect others' views about their health and medications Consistently use appropriate verbal, non-verbal and active listening skills and be conscious of learners' verbal and non-verbal cues

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> Confirm that information provided meets the need
4.2 Contribute to the education and training of learners, i.e., pharmacy students, interns, residents and technicians	4.2.1 Function as a fit and proper role model	<ul style="list-style-type: none"> Demonstrate a commitment to best practice Demonstrate respect, sensitivity and empathy when interacting with learners Answer questions of learners Communicate to learners any identified gaps in their knowledge and skills Support learners in addressing identified gaps Document, where appropriate, assessment of a learner according to the principles of effective feedback Communicate ongoing concerns in knowledge and skills to the appropriate preceptor, educational organization, or if necessary, to the regulatory authority or education program as appropriate so that they are addressed Supervise learners in a manner that meets rules, regulations, by-laws, and standards Provide ongoing feedback to learners on their performance

Standard #5: Participate in the Effective Operations of the Pharmacy

While specific responsibilities may vary depending on the role and whether a pharmacist is a staff pharmacist on duty or a pharmacy manager, all pharmacists participate in the operation of the pharmacy in order to optimize patient care, to maintain a safe and effective environment and seek to ensure patients have access to the services and products required to meet their drug therapy needs.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
5.1 Oversee the pharmacy practice environment	5.1.1 Maintain a safe, secure and effective practice environment	<p>Pharmacy managers take reasonable steps to ensure that:</p> <ul style="list-style-type: none"> • Space allocations are sufficiently large to enable safe and effective operations and allow for: <ul style="list-style-type: none"> ✓ Proper storage of adequate amounts of drugs and devices to meet the needs of patients ✓ Compounding, preparation, dispensing of medication orders ✓ Provision of non-dispensing pharmacy care services • Patient care areas exist specific to the services being provided and that meet requirements for privacy and confidentiality • The pharmacy has a private consultation room that meets the requirements of the NSPR Policy – <i>Private Consultation Rooms Criteria</i> • The practice environment including temperature, lighting, ventilation, and cleanliness meets professional requirements, and that the dispensary includes: <ul style="list-style-type: none"> ✓ A sink with hot and cold running water ✓ A secure refrigerator for storing drugs

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ A heat source for compounding, an accurate balance, and adequate equipment for compounding basic non-sterile products customary to community pharmacy practice (unless otherwise provided for in accordance with a limited-service pharmacy license) • Professional references are available in accordance with the NSPR Policy - <i>Pharmacy Reference Requirements</i>
	5.1.2 Maintain the dispensary and ensure its security	<p>Pharmacy managers ensure that:</p> <ul style="list-style-type: none"> • The dispensary is a well-defined area clearly identified to the public by "Dispensary", "Prescriptions", or words of similar meaning • The dispensary is inaccessible to the public • Dispensary staff are accessible to the public • The current pharmacy license is prominently displayed • The current license of and any permits issued to every registrant employed, are displayed in a prominent location • Every employee of the pharmacy wears a badge identifying their role (e.g., pharmacist, pharmacy technician, student, intern, or other employee) • When the pharmacy is closed, the premises are secured in a manner that prevents and detects unauthorized entry
	5.1.3 Contribute to the maintenance of a healthy environment for the public	<ul style="list-style-type: none"> • Identify and minimize the risk of adverse health events arising from the pharmacy environment

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
	5.1.4 Prescription processes and workflow designs ensure that pharmacists are able to meet the standards of practice and provide quality care	<ul style="list-style-type: none"> Organize staffing and workflow to enable the pharmacy staff to meet standards of practice Establish mechanisms for staff to offer feedback on practice issues including workload and workflow Reflect best practice in prescription preparation procedures and workflow processes
	5.1.5 Observe all NSPR policies	<ul style="list-style-type: none"> Differentiate which policies and standards are those of the NSPR (i.e., compliance required by law) and which are corporate operational standards and policies (i.e., required by the employer) Communicate with employer to advise when employer policies are inconsistent with NSPR policies
	5.1.6 Anticipate change	<ul style="list-style-type: none"> Plan to adapt practice to accommodate emerging issues and to support evolving practice
	5.1.7 Advertise ethically and in a manner that supports optimal patient care	<ul style="list-style-type: none"> Advertise mandatory professional services only when followed by the statement "Required by law in all Nova Scotia Pharmacies" Ensure advertising does not use qualifying words such as professional, trusted, prompt, licensed, accurate, cheap, or words of similar meaning Only use words such as specialist or expert when the individual to whom they relate possesses a specialization granted pursuant to a program approved by the Board for the purpose of granting a specialist status Ensure advertising only communicates factual information and does not: <ul style="list-style-type: none"> ✓ Contain inaccurate or misleading information either by inclusion or exclusion

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none"> ✓ Misrepresent pharmaceutical knowledge or fact ✓ Compare, directly or indirectly, the registrant's or pharmacy's service or ability with that of any other registrant or pharmacy, or promises more effective service or better results than those already obtained ✓ Deprecate another registrant or pharmacy as to service, ability or fees; ✓ Create an unjustified expectation about the results the registrant can achieve ✓ Include information that is made under any false or misleading guise, or takes advantage of the weakened physical or emotional state of a patient ✓ Discloses personal information or identifies patients; ✓ Contains anything that, because of its nature, cannot be verified ✓ Directly or indirectly advertise or promote drugs that can only be sold by prescription ✓ Directly or indirectly advertise or promote Schedule II or III drugs except as to the name, classification, quantity or size and price • Inducements and bonus programs are offered to all patients and are not limited only to new patients
5.2 Oversee the human resources within the practice	5.2.1 Ensure appropriate human resources are in place	<ul style="list-style-type: none"> • Managers ensure the pharmacy is staffed with registrants who can competently provide the specific professional services and activities provided by the pharmacy • Communicate with employer or appropriate individual when human resources are not in keeping with patients' needs, practice objectives,

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		specific professional services, current and anticipated workload, and legal and professional requirements
	5.2.2 Manage the human resources	<p>Take reasonable steps to ensure the following activities are undertaken:</p> <ul style="list-style-type: none"> Plan and organize work activities and procedures to optimize patient care Support positive working relationships within the pharmacy team Understand and respect the competencies and scope of practice of other team members
5.3 Oversee the pharmacy's operational systems and processes	5.3.1 Contribute to the management and maintenance of inventory	<ul style="list-style-type: none"> Maintain inventory to meet patients' needs Establish processes to manage drug shortages and recalls Only use drugs, devices and supplies procured from reputable sources Organize inventory to minimize errors and optimize patient safety Organize inventory to maximize efficiency and security Ensure that inventory is managed to remove expired stock and to ensure the quality and timeliness of medication supply Ensure consistent adherence to laws, regulations and policies related to location of all scheduled drugs Recognize and address the potential for drug diversion and establish and implement prevention processes (refer to <i>Guidelines: Prevention and Management of Pharmacy Robberies and Break-Ins in Nova Scotia</i>, referenced in Appendix C, for information on diversion and theft prevention)
	5.3.2 Obtain and maintain pharmacy practice	<ul style="list-style-type: none"> Ensure the PPMS meets legal and professional requirements including any PPMS standards adopted by the Board

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
	management systems (PPMS)	<ul style="list-style-type: none"> Information and advice about products and services generated by the PPMS reflect accepted current clinical practice in Canada
	5.3.3 Acquire and maintain equipment	<ul style="list-style-type: none"> Perform routine maintenance checks that meet manufacturer, legal and professional requirements Record equipment maintenance Ensure that records for automated pharmacy systems used to enhance patient care: <ul style="list-style-type: none"> ✓ Are under the control of a licensed pharmacy ✓ Include the appropriate written policies, procedures and quality assurance programs to ensure safety, accuracy, security and patient confidentiality ✓ Comply with federal and provincial laws and standards
	5.3.4 Undertake continuous quality improvement in accordance with NSPR Standards of Practice: <i>Continuous Quality Assurance Programs in Community Pharmacies</i>	<ul style="list-style-type: none"> Establish, monitor and evaluate the effectiveness of services Communicate concerns regarding quality of pharmacy practice or services to the pharmacy manager and/or the pharmacy's dedicated Quality Assurance (QA) coordinator Personally reflect upon individual practice to identify areas for improvement including identification of factors that contributed to error and near misses
	5.3.5 Manager establishes a pandemic, disaster and emergency preparedness	<ul style="list-style-type: none"> Prepare the plan to include situations that could reasonably occur (e.g., fire, flood, power outages, pandemic, job action) Ensure the plan is available and communicated to all staff

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
	plan that ensures continuity of care.	

Standard # 6: Maintain Professional Competence

Pharmacists have a responsibility to ensure that they have the competencies set out in the current national professional competency document and to regularly engage in planned professional development to maintain and improve their competencies and keep their knowledge and skills current in order to meet the ever-evolving needs of their patients.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
6.1 Plan and implement professional development strategies to maintain professional competence	6.1.1 Create and maintain a professional development plan to improve current and future practice	<ul style="list-style-type: none"> • Self-assess professional competencies against the required competencies as set out in the national professional competencies document (refer to Appendix C) and any other relevant professional competencies required for specific practice • Use objective tools to perform the self-assessment when appropriate and where available, in particular those recommended by the NSPR • Address identified gaps in professional competencies, including: <ul style="list-style-type: none"> ✓ Establish a professional development plan ✓ Identify, select and complete appropriate learning opportunities ✓ Apply learnings to practice as appropriate
	6.1.2 Monitor, evaluate and record development achievements	<ul style="list-style-type: none"> • Review the professional development plan on a regular basis • Evaluate professional development achievements and how they have been applied to day-to-day practice • Continually modify development plan to keep pace with evolving practice and professional goals

Standard # 7: Contribute to Societal Health and the Effectiveness of the Health Care System

Pharmacists collaborate with others to optimize societal health, public safety and the healthcare system.

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
7.1 Promote health in the community	7.1.1 Encourage health and wellness	<ul style="list-style-type: none"> • Incorporate clinical preventative services into daily practice • Promote decision making processes that support the public health interest
	7.1.2 Support access to health information	<ul style="list-style-type: none"> • Identify sources of relevant, accurate and current information for patients • Provide information on health promotion and disease prevention • Ensure that information provided regarding health-related choices is consistent with accepted best practices
	7.1.3 Address identified risks to public health	<ul style="list-style-type: none"> • Report to the appropriate authority when indicators of possible public health problems are identified • Report all adverse reactions to drug therapy through the appropriate channels • Address drug misuse in accordance with legal and professional requirements • Report identified unsafe health practices of other healthcare providers to the appropriate authority to be addressed • Contribute to health and wellness problem solving • Participate in organized initiatives for disaster and emergency preparedness

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
7.2 Advocate and support policies that promote improved health outcomes, public safety and the viability of the healthcare system	7.2.1 Contribute to policy direction and decisions	<ul style="list-style-type: none"> • Provide input where appropriate that is in the interest of the health of the public
	7.2.2 Maximize the efficient use of resources	<ul style="list-style-type: none"> • Use resources to optimize patient outcomes and patient safety • Implement policies and procedures to minimize waste of public resources • Maintain the security and integrity of resources and products to safely minimize loss and waste • Address identified risks to the healthcare system • Seek to prevent patients' misuse or abuse of the health care system whenever possible
7.3 Develop, maintain and promote collaborative relationships with health care providers and others	7.3.1 Identify potential collaborators	<ul style="list-style-type: none"> • Identify those health professionals within and across disciplines who have potential to enhance services and health outcomes • Explore opportunities for collaboration within the workplace, the community and the healthcare system, where appropriate
	7.3.2 Establish professional relationships with collaborators	<ul style="list-style-type: none"> • Collaborate with health care providers and others to implement health promotion strategies and public health initiatives • Demonstrate open, constructive and respectful behaviours in relationships with others

Standards of Practice:		
Core Function	Expected Activities	Examples of Expected Activities
		<ul style="list-style-type: none">Clearly and concisely clarify roles and scopes of practice within the circle of care

APPENDIX A – PATIENT CONSENT AND DISCLOSURE REQUIREMENTS

A pharmacist shall obtain informed and voluntary consent for prescribing or extended practice services being provided to the patient. The pharmacist shall also disclose information related to the service provided in accordance with applicable legislative and regulatory requirements.

For reference, the following overview provides a general understanding of who can provide consent (i.e. Consent Authorities) as well as documentation and information disclosure requirements. For further details and specifics beyond those provided in this appendix, refer directly to the applicable legislation / regulations.

Consent Authorities

A pharmacist shall obtain informed and voluntary consent from an adult patient, provided that the patient has the capacity to consent.

A pharmacist can assume that an adult patient has the capacity to consent and make his/her own treatment decisions, unless the pharmacist has reason to doubt the patient's capacity. Through communicating with the patient and obtaining required information to support the service being provided (conducted in person if practicable), a pharmacist can confirm a patient's capacity to consent by determining that the patient has the ability to:

- understand information that is relevant to making a treatment decision, and
- appreciate the reasonably foreseeable consequences of a decision.

Mature Minors

A pharmacist can obtain informed and voluntary consent from a mature minor. A mature minor is one who is capable of understanding the nature and consequences of the treatment and has, therefore, legal capacity to consent to his/her treatment.

A pharmacist shall rely on their own judgment to ascertain whether a minor is sufficiently mature to make treatment decisions. The following factors can assist the pharmacist in assessing the maturity of a minor:

- What is the nature, purpose and utility of the recommended medical treatment? What are the risks and benefits?
- Does the minor demonstrate the intellectual capacity and sophistication to understand the information relevant to making the decision and to appreciate the potential consequences?
- Is there reason to believe that the minor's views are stable and a true reflection of his or her core values and beliefs?

- What is the potential impact of the minor's lifestyle, family relationships and broader social affiliations on his or her ability to exercise independent judgment?
- Are there any existing emotional or psychiatric vulnerabilities?
- Does the minor's illness or condition have an impact on his or her decision-making ability?
- Is there any relevant information from adults who know the minor (e.g. physicians)?

In situations where a pharmacist determines that a minor has the necessary maturity to make his or her own treatment decisions, all rights in relation to giving or withholding consent will belong to the minor. The parent or guardian will no longer have any overriding right to give or withhold consent.

Patient Agents

When providing an extended practice service to an adult or mature minor patient who is not available to provide consent and another individual indicates by direction or implication that he/she is the patient's agent, the pharmacist shall take reasonable steps to confirm the identity of the individual who is acting as the patient's agent and to confirm that the individual has the patient's authorization to act on their behalf. The pharmacist shall consider the nature, purpose and process of the activity requiring consent, including the associated benefits and risks, when using professional judgment to accept consent from the patient's agent in this situation.

Non-Mature Minors

For non-mature minors, a pharmacist shall obtain informed and voluntary consent from the patient's agent. The patient's agent shall be determined in accordance with the considerations and ranked order outlined in the Patients Lacking Capacity to Consent section.

Patients Lacking Capacity to Consent

For patients who lack the capacity to consent, a pharmacist shall obtain informed and voluntary consent from the patient's agent. The pharmacist shall deal with the patient's agent as represented by a substitute decision maker appointed by the patient through the Personal Directives Act or the Medical Consent Act (where completed prior to April 1, 2010) to make personal care decisions (including health care decisions) should the patient become incapable of making decisions.

In situations where a personal directive or medical consent appointment exists, the pharmacist shall request a copy of it, follow the instructions and general principles regarding personal care decisions set out in the directive and file it in the pharmacy records for the patient.

In situations where a personal directive or medical consent appointment does not exist (and for non-mature minors as referenced above), the pharmacist shall deal with the patient's agent as represented by a substitute decision maker in the following ranked order:

- Legal guardian (appointed by the court)
- Nearest relative (as applicable), in this order:
 - Spouse – includes married, common-law (partners living together for one year or more) and registered domestic partners
 - Child
 - Parent
 - Person standing in the place of a patient
 - Sibling
 - Grandparent
 - Grandchild
 - Aunt or uncle
 - Niece or nephew
 - Other relative
- Public trustee

There is a limitation on the determination of the nearest relative by the ranked order. In order to be a substitute decision maker, the patient's nearest relative shall meet the following criteria:

- Has been in personal contact with the patient over the preceding 12 months or has been granted a court order to waive the 12-month period (note that spouses are exempt from this 12-month personal contact requirement);
- Is willing to assume decision-making responsibility;
- Knows of no person of a higher rank in priority who is able and willing to assume decision-making responsibility; and
- Makes a statement in writing to certify the relationship with the patient, that they are willing to act as the substitute decision maker and know of no person ranked higher in priority.

In addition, the pharmacist shall be satisfied through direct or telephone discussions with the individual and using their professional judgment that the nearest relative can act as the patient's agent given the nature and purpose of the treatment, the intellectual capacity of the individual and the impact on the patient.

Documentation Requirements

Documentation of Informed Consent

When appropriate, a pharmacist shall include documentation in the pharmacy records for the patient that informed and voluntary consent was obtained and from whom. Written consent from the patient or patient's agent is not required. Documentation of consent in the pharmacy records for the patient shall include:

- the name of the person who provided consent,
- confirmation of consent (can be satisfied by checking a "consent obtained" box) for the pharmacist service and for disclosure of any treatment details and information to the patient's primary health care provider, the original prescriber (if different from the primary health care provider) and/or other appropriate health care professionals, and
- where applicable, confirmation of consent directly on the prescription record for the pharmacist to dispense a drug which he/she prescribed.

Documentation for Patients Lacking Capacity to Consent

For a patient who lacks the capacity to consent and a personal directive or medical consent appointment exists, a pharmacist shall obtain a copy of the Personal Directive or Medical Consent (where completed prior to April 1, 2010) and file it in the pharmacy records for the patient.

For a patient who lacks the capacity to consent / non-mature minors where the patient's agent is the "nearest relative", a pharmacist shall obtain and file written confirmation from the agent that he/she is the nearest relative (supported by a birth certificate or other identification), that he or she has been in personal contact with the patient over the preceding 12 months, is willing to assume decision-making responsibility with respect to the service being provided by the pharmacist, and knows of no one who ranks higher in the hierarchy of relatives who is able and willing to assume decision-making responsibility.

For a patient who lacks the capacity to consent / non-mature minors where the patient's agent is a legal guardian or public trustee, a pharmacist shall review the court issued order to confirm applicability and retain a copy of the documentation.

Information Disclosure Requirements

In accordance with *Standards of Practice* when appropriate, a pharmacist shall communicate with the patient's primary health care provider, the original prescriber (if different from the primary health care provider) and/or other appropriate health care professionals.

There can be other circumstances that require or justify a pharmacist to disclose information regarding actions taken without the patient's informed and voluntary consent, including:

- reporting suspected abuse related to the administration of medication in accordance with the Protection for Persons in Care Act (note that such reporting is not a mandatory duty for a pharmacist),
- reporting an adult in need of protection in accordance with the Adult Protection Act,
- reporting child abuse in accordance with the Children and Family Services Act, and
- reporting notifiable diseases in accordance with the Communicable Diseases Regulations.

Refer to the cited legislation for additional information regarding the disclosure of information in the above circumstances.

APPENDIX B – DOCUMENTATION REQUIREMENTS

The following information may be required to determine the appropriateness of therapy and should be gathered when appropriate. All information obtained will be documented and retained as part of the patient record:

Patient Demographics:

- Name
- Contact information
- Date of birth
- Provincial health card number (if applicable)
- Gender
- Weight and height, if applicable
- Any known contraindications or allergies / intolerances to drugs, excipients or other substances related to drug therapy
- Medical conditions
- Pregnancy and lactation status, if applicable
- Other relevant information

Prescription Order (written or printed copy):

- Patient name and address
- Date of prescription
- Drug name, strength and dosage form
- Quantity
- Directions for use and route of administration
- Number of refills and interval between each refill, if applicable
- Name of prescriber
- Reference to the original prescription and prescriber name / contact information, where applicable (i.e. Continued Care prescriptions, prescription adaptation, therapeutic substitution and prescription renewal by the pharmacist)
- File the original and new prescriptions together in cases where the original prescription is adapted or substituted with a therapeutic equivalent by the pharmacist

Patient Record (or “Record of Care”)

- Relevant assessment/clinical information, including:

- Current symptoms/indication for treatment, medical conditions, medications, non-medication therapies, healthcare products/devices and treatments
 - Allergies, sensitivities and previous adverse drug reactions
 - Physical characteristics and measurements (e.g. weight, height, age/age group, etc.)
 - Laboratory or other diagnostic test results
 - Date and findings, both subjective (those facts presented by the patient that show his/her perception, understanding, and interpretation) and objective (those facts that are observable and measurable by the pharmacist) from pharmacist assessment of patient, if applicable
 - Adverse drug reaction experienced by the patients, allergies, or sensitivities
 - Other health care professionals and caregivers involved in providing treatment/care
 - Family medical history as applicable
 - Personal circumstances, practical needs, values and preferences, lifestyle and financial factors where applicable
 - Other information relevant to the assessment assessing the appropriateness of drug therapy and/or the pharmacy service being provided
- Description of therapy decision(s), their rationale and any supporting information / documents (e.g. laboratory report, previous prescription label, written documentation of diagnosis from health care professional requesting pharmacist to select and prescribe appropriate drug therapy, etc.) other information relevant to the assessment
 - Actions taken to rectify prescriptions for medications that pose risks to a patient
 - Actions to address problems with compliance that pose risks to the patient or can affect the efficacy of the medication
 - Appropriate education of patients to whom they dispensed medications or medication therapies
 - Details of medication reviews
 - Instructions to patients requiring non-prescription drug therapies
 - Details of any instances of drug administration in accordance with Standard 3.9 of the Standards of Practice: Drug Administration, when applicable
 - Details of prescribing in accordance with Standard 3.10 of the Standards of Practice: Prescribing of Drugs by Pharmacists, when applicable
 - Follow-up plan details to allow other health care professionals or caregivers to monitor patient's progress
 - Name of pharmacist
 - Information to allow other professional staff in the pharmacy to provide continuity of care
 - Date and method of notifying original prescriber, if applicable
 - Date and method of consultation with other health care professionals, if applicable

- Reference to the original prescription and prescriber name / contact information, when applicable (i.e., prescription adaptation, therapeutic substitution and prescription renewal)
- Patient informed and voluntary consent (refer to Appendix A for Patient Consent and Disclosure Requirements) when applicable
- Details of subsequent monitoring and follow-up where applicable

APPENDIX C – REFERENCE DOCUMENTS

1. Professional Competencies for Pharmacists and Pharmacy Technicians at Entry to Practice, National Association of Pharmacy Regulatory Authorities, Accessed March 19, 2025.
2. Evidence based medicine: what it is and what it isn't, (1996), Sackett, D. & Rosenberg, W., British Medical Journal, 71 (312) www.ncbi.nlm.nih.gov/pmc/articles/PMC2349778/pdf/bmj00524-0009.pdf (accessed Feb. 25, 2014)
3. Evidence Based Practice Resources, McMaster University, hsl.mcmaster.ca/resources/topic/eb/ (accessed Feb. 25, 2014)
4. Personal Health Information Act (PHIA) and Regulations
5. The Personal Information and Electronic Documents Act
6. Forgery Report Form, Office of Controlled Substances, Health Canada.
7. Guidelines: Prevention and Management of Pharmacy Robberies and Break-Ins in Nova Scotia
8. Health Canada - Canadian Immunization Guide: Storage and handling of immunizing agents