

The pharmacy systems shall be designed to ensure the most appropriate medicines and medical devices are supplied and that the consumer is provided with sufficient information to use the Therapeutic Goods safely and effectively. In the case of prescription medicines, the pharmacy systems should ensure the accurate execution of the prescribers' intent, while being cognisant of the consumers' needs and the legal requirements of supply.

WHAT YOU NEED TO DO	PROCEDURES/TEMPLATES	NOTES
Develop a dispensing procedure and a staged supply procedure. Confirm what is applicable by reference to the Staged Supply Checklist. Implement any actions.	P2A Dispensing P2K Staged Supply T2F Staged Supply Checklist	Marketing Groups or insurers may provide sample procedures. Staged Supply will only be assessed if the pharmacy offers this service.
Confirm what is applicable by reference to the relevant checklist. Implement any actions. Develop a policy for the supply of pseudoephedrine. Develop procedures for the supply of medical devices and poisons. Confirm staff are trained.	P2E Supplying Pseudoephedrine Policy P2F Supplying Medical Devices P2G Supplying Poisons T2C Supplying Pharmacy Medicines and Pharmacist Only Medicines Checklist T2D Supplying Pseudoephedrine Checklist	An assessor will check the supply of <i>Pharmacy Medicines</i> and <i>Pharmacist Only Medicines</i> by observation, role-play or questions. Consider whether you should develop procedures or checklists for other substances with potential for abuse, based on your knowledge of your customer base.
○ Develop a policy for brand substitution. Confirm all staff are aware of, and adhere to the policy.	P2B Brand Substitution Policy	No additional notes.
Develop a system for provision of Consumer Medicines Information and patient care information.	P2A Dispensing	An assessor will check the applicable mandatory actions in the P2A Dispensing procedure.
Confirm what is applicable by reference to the checklist. Implement any actions.	T2A Distance Supply Checklist	An assessor will check the T2A Distance Supply Checklist on the day of the assessment.
Develop a compounding procedure.	P2C Simple Compounding T2B Compounding Worksheet	Complex compounding processes have been developed by specialised groups such as PCCA. If you undertake complex compounding, ensure you develop and follow processes of an equivalent standard to those developed by these organisations. This will not be assessed by QCPP.
Develop a procedure for storing and repackaging cytotoxic drug products. Ensure staff involved in repackaging these products are trained in the procedure.	P2D Storing and Repackaging Cytotoxic Drug Products T15B Training Record	No additional notes.
○ Confirm the level of supervision and training for Dispensary Assistants and Pharmacy Assistants is adequate. Confirm Dispensary Assistants and Pharmacy Assistants position descriptions exist which refer to authorities and responsibilities.	T12A Position Description T14A Staff Roster T15B Training Record	Consider how the roster will cater for issues such as supervision of Dispensary Assistants and Pharmacy Assistants during lunch breaks.
Develop a policy for identifying and recording clinical interventions including adverse drug reactions.	P2H Clinical Interventions Policy T2G Clinical Interventions Checklist	No additional notes.
Develop a policy for medical and other health professional service referrals. Confirm what is applicable by reference to the checklist. Implement any actions.	P2I Interprofessional Collaboration Policy T2E Interprofessional Collaboration Checklist	No additional notes.
Develop a procedure for the return of unwanted medicines.	P2J Return of Unwanted Medicines	No additional notes.

RESOURCES

Refresher Training guidelines www.qcpp.com
PSA www.psa.org.au
CMI www.medicines.org.au
PCCA www.pccarx.com.au
PDL www.pdl.org.au

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DELIVERY OF HEALTH PROGRAMS AND SERVICES

The pharmacy shall have systems to ensure health programs and services are provided effectively, efficiently and in accordance with professional standards by:

ELEMENT

ACTION REQUIRED TO MEET THE STANDARD	EVIDENCE REQUIRED AT ASSESSMENT
1 ensuring there are appropriately trained and/or qualified personnel to deliver each program or service offered	Proof there are appropriately trained and/or qualified personnel to deliver each program or service offered. Proof of compliance with the checklist that applies to the program or service.
2 ensuring there is access to relevant reference material for each program or service offered	Proof there is access to relevant reference material for each program or service offered. Proof of compliance with the checklist that applies to the program or service.
3 ensuring any facility or equipment required for program or service delivery is provided and any equipment is maintained and remains calibrated where required	Proof that any facility or equipment required for delivery of the program or service is provided. Proof that the equipment is maintained, and, where required, calibrated. Proof of compliance with the checklist that applies to the program or service.
4 maintaining and following a system for delivering and confirming program and service outcomes	Proof there is a system for delivering the program or service. Proof of compliance with the checklist that applies to the program or service.
5 maintaining and following a system for recording and providing appropriate data relating to the program or service	Proof there is a system for recording and providing appropriate data relating to the program or service. Proof of compliance with the checklist that applies to the program or service.

MANDATORY ACTIONS

All actions shown above are mandatory for accreditation. However, you will only be assessed against those programs and services you provide.

SCOPE OF THIS ELEMENT

The pharmacy may develop and implement health programs and services that are not specifically included in the provided checklists. However, these additional programs and services should be documented in accordance with this Element and included in your Operations Manual.

T3C Screening and Risk Assessment Checklist and T3I Disease State Management Service Checklist are examples of a framework for developing and implementing the program or service.

This Element relates to clause 4.3 of AS 85000:2011 Quality Care Pharmacy Standard – quality management system for pharmacies in Australia.